



County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA
Chief Executive Officer

January 24, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

Board of Supervisors
GLORIA MOLINA
First District

MARK RIDLEY-THOMAS
Second District

ZEV YAROSLAVSKY
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

COUNTY PLAN FOR 20 PERCENT REDUCTION TO IN-HOME SUPPORTIVE SERVICES SERVICE HOURS

On November 29, 2011, on a motion by Supervisors Ridley-Thomas and Molina, and as amended by Supervisors Yaroslavsky and Antonovich, your Board directed the Chief Executive Office to form a Task Force to analyze and respond to issues regarding the effects of the State's plan to implement a 20 percent reduction in In-Home Supportive Services (IHSS) authorized hours effective January 1, 2012. This Office convened the Task Force composed of the Departments of Public Social Services (DPSS), Health Services (DHS), Community and Senior Services (CSS), and the Personal Assistance Services Council (PASC), the employer of record for IHSS providers.

Since the Board's motions on November 29, 2011, a temporary restraining order has been issued, delaying implementation of the 20 percent reduction until after a federal district court hearing date of January 19, 2012.

In response to your direction, the Task Force provides the following information:

Develop a coordinated strategy to outreach and process the consumers who request and submit supplemental care applications.

Upon State notification that the 20 percent reduction will be executed, and the State's Notice of Action has been mailed, the following will be implemented to insure that IHSS consumers are informed of the changes in the IHSS program.

"To Enrich Lives Through Effective And Caring Service"

**Please Conserve Paper – This Document and Copies are Two-Sided
Intra-County Correspondence Sent Electronically Only**

IHSS Consumer Outreach

IHSS consumers will receive a phone call through the DPSS outbound calling system advising them that the State Notice of Action has been mailed, and advising them to complete the Supplemental Care Application by the mandatory due date if the reduction in service hours would place the consumer at risk for out-of-home placement.

For consumers without telephones, the social worker will attempt to contact the consumer's emergency contact or authorized representative. If the social worker outreach is unsuccessful, a written version of the telephone script will be mailed to the consumer.

Resource Guides

The DPSS Senior and Community Resource Guide (Attachment I), which contains information on many free and low-cost programs, meals and services, will be distributed to social workers so the information can be shared with consumers. The PASC Consumer Resource Guide (Attachment II) contains similar information, and PASC will distribute it to all interested parties.

Multimedia

PASC will conduct a series of consumer teleconferences on the 20 percent reduction and the Supplemental Care Application process. In addition, PASC will discuss this information during trainings and orientations for IHSS consumers and providers.

IHSS consumers and providers registered with PASC will also receive the information via PASC's website, monthly E-Newsletter, and regular mailed newsletter.

Social Worker Training

A fact sheet for social workers on the 20 percent reduction including the exemption criteria and instructions for processing Supplemental Care Applications have been drafted, and will be provided to the social workers in the event the reduction is implemented. A telephone script has also been written to assist social workers who may need to call the emergency contact or authorized representative of IHSS consumers. In addition, social workers will use the DPSS Senior and Community Resource Guides allowing them to provide this information to IHSS consumers.

Develop a fact sheet on the cuts and a resource guide for providers and consumers on available services within the County.

A fact sheet for providers and consumers has been developed by DPSS (Attachment III) and the aforementioned resource guides developed by DPSS and PASC are available.

Comprehensive analysis on the budgetary impact of the cut to the County.

IHSS Program

The IHSS program pays an hourly wage for each hour of IHSS service provided. The wage in Los Angeles County is currently \$9.00 per hour. A 20 percent reduction in authorized hours would directly result in reduced costs in the IHSS program. For Los Angeles County, the projected net County cost (NCC) savings in IHSS is \$20 million.

Processing Supplemental Care Applications

DPSS would process the Supplemental Care Applications submitted by IHSS consumers who believe they will be at risk for out-of-home placement if their IHSS hours are reduced. A Supplemental Care Application will be included with the State's Notice of Action sent to each IHSS consumer. It is estimated that the average application will take 172.5 minutes (2 hours, 52.5 minutes) to review and process. It is also estimated that approximately two-thirds of consumers who receive a State Notice of Action will disagree with a reduction of their authorized service hours and submit a Supplemental Care Application. This would result in over 100,000 applications submitted to DPSS.

Los Angeles County's IHSS caseload was over 183,000 in September 2011. Over 300,000 hours may be needed to pull, review, analyze and process the Supplemental Care Applications received. This estimate takes into account 27,000 IHSS consumers who would automatically receive exceptions based on the State's criteria, such as consumers with: Acquired Immune Deficiency Syndrome (AIDS); a State waiver for the Developmentally Disabled; an assessment for Protective Supervision; a ranking of 5 (cannot perform task) in one of several key functionality areas, etc.

Assuming that over 100,000 Supplemental Care Applications are received, the estimated cost of processing the applications utilizing existing staff and overtime is \$14.3 million with an additional net County cost (NCC) need of \$1.3 million. These costs include social worker and clerical activities as well as supervision.

Department of Health Services

It is estimated that 5,600 IHSS health care plan members would lose health care plan eligibility as a result of the 20 percent reduction. This would result in an annualized loss of \$9.1 million in health care plan capitation revenue for DHS. The working assumption is that the 5,600 impacted members who do not have alternate health insurance coverage, would continue to access care at DHS facilities resulting in more unreimbursed costs to the County.

Impact to other County Services and Departments

A minimal impact is projected for IHSS consumers shifting to different medical settings, such as hospitalization, skilled nursing facilities, assisted living, etc., due to the exception process available for those who cannot remain in their homes if their hours are reduced.

However, CSS may experience increased caseloads in the Adult Protective Services program, as well as an increase in the home delivered meal program administered by the Area Agency on Aging. In addition, CSS may experience an increase in calls for information regarding their assistance programs, as well as an increase of referrals to the Department's workforce centers for employment services. There are currently no details on these increases, but the Department is continuing to evaluate the potential impacts to caseloads and costs.

Assign staff from each of the Task Force departments to respond to queries from the Board of Supervisors and make appropriate referrals.

The Task Force contact representatives are as follows:

Chief Executive Office: James Blunt, Principal Analyst
Public Social Services: Shirley Christensen, Special Assistant to the Director
Health Services: Wendy Schwartz, Director, Board Relations
Community and Senior Services: Roseann Donnelly, Project Manager
Personal Assistance Services Council: Greg Thompson, Executive Director

County Counsel, in conjunction with impacted County departments, to monitor any current or pending litigation and report back to the Board of Supervisors.

County Counsel submitted their report to the Board on December 16, 2011.

Analysis of the impact the 20 percent reduction would have on the IHSS provider health care plan.

The IHSS provider health care plan is currently offered to IHSS providers who work at least 77 hours per month for two consecutive months. It is estimated that 5,600 IHSS health care plan members would lose eligibility for enrollment in the health care plan when the 20 percent reduction is implemented. This would result in a revenue loss of approximately \$9.1 million to DHS. A reduction of the threshold from 77 hours per month, to 61 hours per month, would be required to ensure that no IHSS providers lose eligibility to the health care plan, and this reduction is projected to be cost neutral. However, if the County reduces the eligibility threshold to 61 hours, the County would need to request an increase to the current State Public Authority (PA) rate, to ensure full State funding and participation in the health care plan.

Assessment of potentially impacted IHSS providers to determine eligibility for alternative health insurance programs currently available under the 1115 Waiver, such as Healthy Way LA.

DHS reports that the eligibility for alternative health insurance programs for the impacted IHSS health care plan members is undeterminable at this time. However, it is assumed that the costs would be partially offset by the 1115 Waiver revenues for medical services rendered to those members who seek care at DHS facilities.

I am available to discuss this with you at your convenience, or your staff may contact James A. Blunt of this Office at (213) 893-2291 or jblunt@ceo.lacounty.gov.

WTF:AJ:DS
JAB: ljp

Attachments

c: Executive Office, Board of Supervisors
Auditor-Controller
County Counsel
Community and Senior Services
Health Services
Public Social Services
Personal Assistance Services Council

DRAFT

IMPLEMENTATION OF 20 PERCENT REDUCTION IN IN-HOME SUPPORTIVE SERVICES (IHSS) CONSUMERS' AUTHORIZED HOURS FACT SHEET

DRAFT**Background:**

As a result of Senate Bill 73 (Chapter 34, Statutes of 2011) the California Department of Social Services (CDSS) must reduce the monthly authorized IHSS service hours by 20 percent since the State budget revenue in December 2011 was less than \$87 billion.

- The reduction **will not** apply to IHSS consumers receiving one (1) of the following State Home and Community Based Services (HCBS) Waivers:
 1. Acquired Immune Deficiency Syndrome (AIDS),
 2. HCBS Waivers for the Developmentally Disabled (DD),
 3. In-Home Operations (IHO),
 4. Multipurpose Senior Services Program (MSSP), or
 5. Nursing Facility/Acute Hospital.
- The reduction **will not** apply to IHSS consumers meeting the criteria below:
 - Ranked a '5' in:
 - Mobility;
 - Bowel/Bladder/Menstrual Care;
 - Transfer; **and**
 - Eating; or
 - Assessed for Protective Supervision; or
 - Assessed for 283 monthly hours (statutory maximum).
- The reduction will first be applied to "unmet need" hours before being applied to authorized hours. "Unmet need" hours are hours assessed above the 283 monthly hours (statutory maximum).

- Consumers may request IHSS social workers (SWs) to evaluate their risk of out-of-home placement as a result of the 20 percent reduction.
 - Requests must be made by submitting the SOC 877, IHSS Application for Supplemental Care. (This application and instructions will be enclosed with the notices of action (NOAs) mailed by the CDSS by **(date to be determined)**).
 - Consumers whose request is received/postmarked prior to **(date to be determined)**, will receive aid paid pending until the IHSS SW completes the evaluation and determines if the recipient qualifies for the exemption.
- Consumers may qualify for an exemption from the reduction if any three (3) of the following criteria is met:
 - A Paramedical service is assessed;
 - A functional rank of '4' or '5' in the following IHSS Services:
 - Mobility;
 - Bathing/Grooming;
 - Dressing; or
 - Transfer (or paramedical service for bed sore/wound care).
 - A functional rank of '3', '4' or '5' in the following IHSS Services:
 - Bowel/Bladder/Menstrual Care (or paramedical service for catheter/colostomy); or
 - Eating, **or**
- IHSS SW evaluation may restore all or part of reduced hours.

Status:

On December 1, 2011, a federal court order was issued temporarily suspending all activities involving the 20 percent reduction of authorized IHSS service hours. The temporary restraining order (TRO) remains in effect until a hearing before the US District Court in Oakland (CA) currently scheduled for January 19, 2012. The TRO is seeking a permanent order to stop the IHSS reduction.



County of Los Angeles Board of Supervisors

Gloria Molina
First District

Mark Ridley-Thomas
Second District

Zev Yaroslavsky
Third District

Don Knabe
Fourth District

Michael D. Antonovich
Fifth District

Los Angeles Department of Public Social Services
In-Home Supportive Services Program

For more information, visit our website at:

<http://www.dpss.lacounty.gov>

Revised December 2011 - IHSS PROGRAM SECTION

SENIOR AND COMMUNITY RESOURCE GUIDE



LOS ANGELES COUNTY

DEPARTMENT OF PUBLIC SOCIAL SERVICES

Notice of Language Services

If you do not understand this information or notification, call your county worker. You have the right to interpreter services provided by the county at no cost to you.

(English)

Si no entiende la información o notificación, póngase en contacto con el trabajador social de su condado. El condado debe proporcionarle el servicio de interpretación en forma gratuita.

(Spanish)

إذا لم تفهم هذه المعلومات أو هذا الإشعار فعليك الاتصال بموظف الإقليم. ويحق لك الحصول على خدمات مترجم يقدمها لك الإقليم بالمجان.

(Arabic)

Եթե այս ինֆորմացյան չեք հասկանում հաճեցեք կապվել ձեր գավառի պաշտոնյային. իրավունք ունեք առանց վճարման թարգմանիչի ծառայություն, որ ձեզ կտրվի գավառի կողմից

(Armenian)

ប្រសិនបើអ្នកមិនយល់ព័ត៌មាន ឬការជូនព័ត៌មាននេះទេ សូមទូរស័ព្ទទៅកាន់បុគ្គលិកធ្វើការក្នុងខោនធីរបស់អ្នក ។ អ្នកមានសិទ្ធិ
ក្នុងការទទួលសេវាបកប្រែដែលផ្តល់ដោយខោនធីដោយមិនគិតថ្លៃពីអ្នកឡើយ ។

(Cambodian)

如果您對此份資訊或通知的內容不瞭解，請與貴縣的工作人員聯繫。您有權利要求貴縣所提供的免費口譯人員服務。

(Chinese)

اگر این اطلاعات یا اطلاعیه را نمیفهمید، با کارمند بخش خود تماس بگیرید. شما قانوناً حق دارید از خدمات ترجمه که بطور مجانی توسط بخش فراهم میشود بهره مند شوید.

(Farsi)

Yog koj tsis to taub cov ntaub ntawv lossis daim ntawv no, hu rau koj tus kws khiav ntaub ntawv nyob koj cheeb tsam. Koj muaj cai siv kev pab txhais lus pub dawb uas los ntawm cheeb tsam koj nyob ko.

(Hmong)

この情報やお知らせが理解できない時には、カウンティワーカーにご連絡下さい。あなたにはカウンティから通訳サービスを提供してもらう権利があり、料金は無料です。

(Japanese)

여기 실린 정보 또는 통지서의 내용을 잘 이해 못하시면, 카운티 담당 직원에게 연락하시기 바랍니다. 당신은 카운티로부터 통역 서비스를 무료로 받을 권리를 갖고 있습니다.

(Korean)

ທ່ານກວ່າທ່ານບໍ່ເຂົ້າໃຈຂໍ້ມູນຫລືໃບແຈ້ງຄວາມນີ້ ໃຫ້ໂທໂຮໂປທາພະນັກງານຄາວຕີ້ (county) ຂອງທ່ານ.
ທ່ານມີສິດທິຈະຮັບບໍລິການນາຍພາສາທີ່ຈັດໃຫ້ໂດຍຝ່າຍຄາວຕີ້ (county) ໂດຍທ່ານບໍ່ເສັຽຄ່າ.

(Lao)

Se gorngv meih maiv bieqc hnyouv naaiv deix mbuox mengh fiexx fai mbuox hiuv fiexx nor, heuc lorz meih nyei Nquenc zaangc nyei goux sou-gorn mienh. Meih maaiah leiz duqv Nquenc zaangc baeqc bun tih waac mienh tengx meih nyei oc

(Mien)

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਜਾਂ ਸੂਚਨਾਂ ਨੂੰ ਨਹੀਂ ਸਮਝਦੇ, ਤਾਂ ਆਪਣੇ ਕਾਉਂਟੀ ਵਰਕਰ ਨੂੰ ਕਾਲ ਕਰੋ। ਤੁਹਾਨੂੰ ਕਾਉਂਟੀ ਦੁਆਰਾ ਪ੍ਰਦਾਨ ਕੀਤੀ ਜਾ ਰਹੀ ਦੁਭਾਸ਼ੀ ਦੀ ਸੇਵਾਵਾਂ ਲੈਣ ਦਾ ਹੱਕ ਹੈ ਬਿਨਾਂ ਕਿਸੇ ਕੀਮਤ ਦੇ।

(Punjabi)

Если вы не понимаете эту информацию или уведомление, позвоните своему окружному работнику. Вы имеете право на услуги переводчика, которые округ окажет вам бесплатно.

(Russian)

Kung hindi ninyo na-iintidihan ang information (kabatiran) o notification (patalastas), tawagan ang county worker (manggawa) ninyo. May karapatan kayo sa serbisyo ng translator (tagasalin) na ilalaan ng county na wala kayong babayaran.

(Tagalog)

Якщо ви не розумієте цю інформацію або повідомлення, зателефонуйте своєму окружному працівнику. Ви маєте право на послуги перекладача, які округ надасть вам безкоштовно.

(Ukrainian)

Nếu quý vị không hiểu thông tin hoặc thông báo này, xin vui lòng gọi cho nhân viên quận. Quý vị có quyền sử dụng các dịch vụ thông dịch miễn phí của quận

(Vietnamese)

Introduction to the Senior and Community Resource Guide

We care about your well being. This guide contains information on many free and low-cost programs for Los Angeles County residents. There are programs listed in the Guide that will cover the needs of the disabled and/or senior residents, regardless of race, or immigration status. There are programs that offer free/low cost meals, legal services, caregiver services, medical services, social security information and the all important City/County Wide information numbers.

If you are currently receiving IHSS services from Los Angeles County, this guide just tells you about other available services. You may want to keep this guide in a handy place for easy reference.

If you are not getting services, right now , from Los Angeles County you may want to keep this guide in case you, or someone you know, need to know about these services in the future.

SENIORS/DISABILITY-RELATED RESOURCES

AGENCY/PROGRAM	TELEPHONE	WEBSITE	SERVICES OFFERED
Adult Protective Services (APS)	(877) 477-3646	http://css.lacounty.gov/aps.aspx	A 24-hour service program that investigates all reported at-risk situations involving individuals 65 or older and dependent adults (18-64 who are physically or mentally impaired). Types of referrals include physical, sexual or financial abuse, isolation, neglect, or self-neglect.
Back-up Attendant Program (BUAP)	(877) 287-6789	http://www.pascla.org/	Refers replacement homecare attendants to certain eligible IHSS consumers with an urgent yet temporary need for back-up support. When their regular IHSS provider cannot work, and their usual substitute providers are not available, consumers may call the Back-Up Program, toll-free, to request a referral of a back-up attendant. Referrals Monday through Friday, between 8 AM and 5 PM. Calls made outside of these hours are answered by an answering service
Home and Community Based Services (HCBS) Waiver Program	(916) 552-9400	http://www.dds.ca.gov/	Provides services to people with developmental disabilities. Services include: case management (service coordination), homemaker/home health aide services, personal care services, adult day health, habilitation, and respite care.
Homecare Exchange	(866) 544-5742	http://homecareexchange.org/	Assists clients with finding a caregiver to provide quality care, and providers going through a process to be placed onto our registry to provide care. Free service offered to individuals on IHSS as well as private pay.
In-Home Supportive Services (IHSS) Program	(888) 944-4477	http://www.ladpss.org/dpss/ihss/	Helps pay for services provided to eligible persons who are 65 years of age or over, or legally blind, or disabled adults and children, so they can remain safely in their own homes. Services include household chores, personal care services, and accompaniment to medical appointments.
IHSS Ombudsman	(888) 678-4477	http://ombudsman.lacounty.gov/links.aspx	Answers to IHSS Program-related questions

SENIORS/DISABILITY RELATED RESOURCES (Continued)

AGENCY/PROGRAM	TELEPHONE	WEBSITE	SERVICES OFFERED
Personal Assistance Services Council (PASC) Registry	(877) 565-4477	http://www.pascla.org/	Operates a Registry that refers IHSS consumers to over 10,000 registered providers, and access to consumer and provider training
Social Security Administration	(800) 772-1213	http://www.socialsecurity.gov/	Assistance with Social Security-related questions
2-1-1 Los Angeles County	2-1-1	http://www.infoline-la.org/	County-wide information and assistance
3-1-1 City of Los Angeles	3-1-1	http://www.laparks.org/311.htm	City-wide information and assistance

DISABILITY-RELATED RESOURCES

AGENCY/PROGRAM	TELEPHONE	WEBSITE	SERVICES OFFERED
Ability First	(877) 768-4600	http://www.abilityfirst.org/	Provides services for physically and developmentally disabled children and adults, such as assistance with affordable housing, employment and adaptive technology
Braille Institute	(323) 663-1111	http://www.brailleinstitute.org/	Provides recreational, social, and educational programs and services for the sight impaired
Center for the Partially Sighted	(310) 458-3501	http://low-vision.org/	Provides low-vision optometric, rehabilitation and counseling services. Special programs include: Macular Degeneration, Diabetes and vision loss
Department of Rehabilitation	(213) 736-3904	http://www.dor.ca.gov/	Provides vocational rehabilitation, training, and job placement
Greater Angeles Agency on Deafness (GLAD)	(323) 478-8000	http://www.gladinc.org/	Provides education and services, such as referrals, advocacy, communication, and employment assistance, and interpreting referral services
Memorial Rehabilitation Center	(562) 933-2000	http://www.memorialcare.com/long_beach/	Provides a variety of rehabilitation services for persons with disabilities
Regional Centers	(877) 565-4477	http://www.dds.ca.gov/	Provide programs and coordinate services for developmentally disabled individuals

DISABILITY-RELATED RESOURCES (Continued)

AGENCY/PROGRAM	TELEPHONE	WEBSITE	SERVICES OFFERED
Independent Living Centers (ILCs)			Provides services that enable individuals with disabilities to live and work independently in their communities
Communities Actively Living Independent and Free	(213) 627-0477	http://califilc.webs.com/	
Community Rehabilitation Services, Inc. (CRS)	(323) 266-0453	http://www.crs-ilc.org/	
Disabled Resources Center	(562) 427-1000	http://www.drcinc.org/	
Independent Living Center of Southern California	(818) 785-6934	http://ilcsc.org/	
Service Center for Independent Living	(800) 491-6722	http://www.ilc-clar.org/	
Southern California Rehabilitation Services	(562) 862-6531	http://www.scrs-ilc.org/	
Westside Center for Independent Living	(888) 851-9245	http://www.wcil.org/	

SENIOR-RELATED RESOURCES

AGENCY/PROGRAM	TELEPHONE	WEBSITE	SERVICES OFFERED
American Association of Retired Persons (AARP)	(888) 687-2277	http://www.aarp.org/	Offers resources for individuals 50 and over
Department of Community and Senior Services' Area Agency on Aging (AAA)	(800) 510-2020	http://css.lacounty.gov/	Provides the following programs: Alzheimer's Day Care Resource Center (ADCRC) Program, Family Caregiver Program, Home-based Care Program, Linkages Care Management Program, and Nutrition – Congregate Meals and Home-delivered Meals
Living Independently in L.A. (LILA)		http://www.lila.ucla.edu/	On-line information system that assists with locating programs and services
Los Angeles City Department of Aging – Information and Assistance	(800) 510-2020	http://aging.lacity.org/	Provides seniors and caregivers with information about available community resources and referrals to service programs/agencies
	(213) 252-4030		
Multipurpose Senior Services Program (MSSP)		http://www.aging.ca.gov/programs/mssp_contacts.asp	Provides advocacy, adult social day care, case management (money management, counseling for clients and their families), communication devices, health and social assessment, home safety modification, non-medical home equipment, in-home care (chore and personal care, protective supervision, respite care), meal programs and transportation
AltaMed Health Services Corp.	(877) 462-2582		
Human Services Association	(562) 806-5400		
Huntington Senior Care Network	(626) 397-3110		
Jewish Family Service of L.A.	(323) 937-5930		
Partners in Care Foundation	(818) 837-3775		
Partners in Care Foundation - South	(213) 738-8320		
Senior Care Action Network (SCAN)	(562) 492-9878		

FOOD PROGRAMS

AGENCY/PROGRAM	TELEPHONE	WEBSITE	SERVICES OFFERED
Meals on Wheels	2-1-1 or (800) 339 - 6933	http://www.mowaa.org/	Provides home-delivered meals to seniors and people with disabilities
Project Angel Food	(800) 339-6933	http://www.angelfood.org/	Provides home-delivered meals to children and adults with HIV/AIDS

TRANSPORTATION

Access Services, Inc. (ASI)	(800) 827-0829	http://www.asila.org/	Provides paratransit transportation services to persons with disabilities who are unable to use public transportation
Dial-a-Ride	(800) 439-0439	http://ladpw.org/PDD/Transit/	Provides transportation services to seniors and individuals with disabilities
Metrolink	(800) 371-5465	http://www.metrolinktrains.com/	Operates a regional train system within southern California
Metropolitan Transportation Authority (MTA)	(800) 266-6883	http://www.mta.info/	Operates the public and rails system through L.A. County

ADVOCACY/LEGAL SERVICES

Bet Tzedek Legal Service	(323) 939-0506	http://www.bettzedek.org/	Provides legal services to low income individuals living in Los Angeles County
Center for Health Care Rights	(800) 824-0780	http://lawyers.justia.com/firm/center-for-health-care-rights	Provides assistance with solving Medicare or Health Insurance related problems
Disability Rights Legal Center	(866) 999-3752	http://www.disabilityrightslegalcenter.org/	Provides legal and related services to people with disabilities
Lawyer Referral Service	(213) 243-1525	http://www.lacba.org/	Referral service to lawyers specializing in elder/seniors issues
Legal Aid Foundation Los Angeles	(800) 399-4539	http://www.lafla.org/	Provides civil legal services to poor and low-income people in Los Angeles County

[illegible]

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
ARTESIA																								
Old Timers Nutrition	M-F 9 - 2	x								x		x		x			x				x	c,e,s	x	
18750 Clarkdale																								
Artesia, CA 90701																								
Phone: 562-924-6509 / Fax: 323-582-5957																								
AZUSA																								
Azusa Senior Center	M-Th 8:30 - 4 F 8:30 - 2:30		x			x	x	x		x		x		x			x	x			x	e,s	x	x
740 N. Dalton Avenue																								
Azusa, CA 91702																								
Phone: 626-812-5204 / Fax: 626-969-5611																								
Valleydale Park Senior Center	M-Su Sunrise-Sunset		x							x	x	x					x			x	x		x	
5525 N. Lark Ellen Avenue																								
Azusa, CA 91702																								
Phone: 626-334-8020																								
BALDWIN PARK																								
Baldwin Park Senior Center	M-F 8 - 4:30	x	x			x				x		x	x	x			x				x	e,s	x	x
4100 Baldwin Park Boulevard																								
Baldwin Park, CA 91706																								
Phone: 626-813-5245																								
Julia McNeill Senior Center	M-Th 8 - 5 F 8 - 3:30	x	x			x	x	x	x	x	x	x	x	x		x	x		x	x		e,s	x	
4100 Baldwin Park Boulevard																								
Baldwin Park, CA 91706																								
Phone: 626-813-5245 / Fax: 626-814-3591																								
BELL																								
Bell Community Center	M-F 8 - 4		x			x				x			x	x								e,s	x	x
6250 Pine Avenue																								
Bell, CA 90201																								
Phone: 323-773-1596 / Fax: 323-771-9473																								

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
BELL GARDENS																								
Bell Gardens Senior Center	M-Th 7:30 - 4 F 7:30 - 1	x						x		x		x		x			x				x	e,s	x	x
6722 Clara Street																								
Bell Gardens, CA 90201																								
Phone: 562-806-7650 / Fax: 562-776-9406																								
Human Services Association	M-F 8 - 4:30	x		x	x	x	x						x	x			x	x		x		e,s	x	x
6800 Florence Avenue																								
Bell Gardens, CA 90201																								
Phone: 562-806-5400 / Fax: 562-806-1006																								
BELLFLOWER																								
John S. Simms Park Community Center	M-F 9-10 Sa-Su 9-6		x							x							x	x			x	e,s	x	
16614 S. Clark Avenue																								
Bellflower, CA 90706																								
Phone: 562-866-7510 / Fax: 562-925-7272																								
BEVERLY HILLS																								
Roxbury Park Community Center	M-F 8:30-5		x							x				x		x	x			x	x	e	x	
471 S. Roxbury Drive																								
Beverly Hills, CA 90212																								
Phone: 310-550-4761 / Fax: 310-553-3862																								
BURBANK																								
Burbank Joslyn Adult Center	M-F 8 - 9:30 Sa-Su 9 - 4:30		x			x	x	x		x	x	x		x	x	x	x	x		x	x	a,c, s	x	x
1301 W. Olive Avenue																								
Burbank, CA 91506																								
Phone: 818-238-5353 / Fax: 818-238-1796																								

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
CANOGA PARK																								
Canoga Park Senior Center 7326 Jordan Avenue Canoga Park, CA 91303 Phone: 818-992-8094 / Fax: 818-887-2568	M-Sa 8:30 - 4:30		x							x				x			x					e,s	x	
CARSON																								
City of Carson Community Center 3 Civic Plaza Drive Carson, CA 90745 Phone: 310-952-1775 / Fax: 310-952-1738	M-F 8 - 5		x		x	x	x	x	x	x	x	x		x	x	x	x	x	x	x	x	e,s	x	x
Carson Senior Recreation Center 3 Civic Plaza Carson, CA 90745 Phone: 310-835-0212 / Fax: 310-835-0160	M-F 9 - 6 Sa 12 - 5		x		x	x	x	x	x	x	x	x		x	x	x	x	x	x	x		e,s	x	x
Victoria Regional Park 419 East 192nd Street Carson, CA 90745 Phone: 310-217-8370	M-Th 5 - 9	x																				e	x	
CASTAIC																								
Castaic Regional Sports Complex 31230 N. Castaic Road Castaic, CA 91384 Phone: 661-775-8865 / Fax: 661-257-8730	M-F 8 - 10 Sa-Su 8 - 5																					e	x	
CERRITOS																								
Cerritos Senior Center 12340 South Street Cerritos, CA 90703 Phone: 562-916-8550 / Fax: 562-916-8554	M-Th 7:30 - 9 F 7:30 - 4:30		x			x		x	x	x		x	x	x	x	x	x	x			x	C,S, t	x	

CITY	PROGRAMS AND SERVICES PROVIDED																								
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance	
CHATSWORTH																									
Chatsworth Recreation Center 22360 Devonshire Street Chatsworth, CA 91311 Phone: 818-341-6595	M-F 9 - 9	x												x						x	x	e,s	x		
CLAREMONT																									
Blaisdell Community Center 440 S. College Avenue Claremont, CA 91711 Phone: 909-399-5367	M-F 8 - 5				x					x		x		x							x		x		
Claremont Joslyn Senior Center 660 N. Mountain Avenue Claremont, CA 91711 Phone: 909-399-5488 / Fax: 909-621-7320	M-F 8 - 5		x			x	x	x		x	x	x	x	x			x			x	x	e,s	x	x	
COMMERCE																									
Commerce Senior Center 2555 Commerce Way Commerce, CA 90040 Phone: 323-887-4430 / Fax: 323-278-0027	M-Th-F 9 - 5 Tu-W 9 - 8 Su 10 - 2	x	x					x		x	x	x		x			x	x		x	x	e,s	x	x	
COMPTON																									
Dollarhide Senior Center 1108 N. Oleander Avenue Compton, CA 90222 Phone: 310-605-5688 / Fax: 310-605-1480	M - F 8 - 5		x					x	x	x		x		x			x	x		x	x	e,s	x	x	
East Rancho Dominguez Service Center 4513 East Compton Boulevard Compton, CA 90221 Phone: 310-603-7401 / Fax: 310-763-1372	M-F 8 - 5		x					x						x			x			x		e,s	x	x	

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
COVINA																								
Covina Joslyn Senior Center 815 N. Barranca Avenue Covina, CA 91723 Phone: 626-384-5380 / Fax: 626-858-7261	M-F 9 - 3		x			x				x				x			x	x			x	e,s	x	
YWCA of San Gabriel Valley (Intervale) 943 N. Grand Avenue Covina, CA 91724 Phone: 626-960-2995 / Fax 626-814-0447	M-F 8 - 4:30	x	x			x						x		x			x					c,e, s,v	x	
CULVER CITY																								
Culver City Senior Center 4095 Overland Avenue Culver City, CA 90232 Phone: 310-253-6700 / Fax: 310-253-6711	M-F 9 - 5 Sa-Su 12 - 4	x				x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	e,f, h,s	x	x
DOWNEY																								
Downey Senior Center 7810 Quill Drive Downey, CA 90242 Phone: 562-904-7223 / Fax: 562-904-7296	M-F 8 - 6 Sa 10 - 2		x					x		x		x		x		x	x				x	e,s	x	x
DUARTE																								
Duarte Senior Center 1610 Huntington Drive Duarte, CA 91010 Phone: 626-357-3513 / Fax: 626-357-0018	M-F 9 - 2		x				x	x		x	x	x		x		x	x	x		x	x	a,e, s	x	
EL MONTE																								
Jack Crippen Multipurpose Senior Center 3120 N. Tyler Avenue El Monte, CA 91731 Phone: 626-580-2210/ Fax: 626-444-5056	M-Th 7 - 5:30 F 8 - 3		x			x	x	x	x	x		x		x	x		x		x	x	x	e,s	x	

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
EL MONTE (Continued)																								
San Gabriel Valley Service Center 1441 Santa Anita Avenue El Monte, CA 91733 Phone: 626-575-5434 / Fax: 626-442-2619	M-F 8 - 5		x			x			x				x	x		x				x		e,s		
Taiwanese-American Comm. on Aging 3711 Cogswell Road #116 El Monte, CA 91732 Phone: 626-443-2470 / Fax: 626-454-5346	M-F 9:30 - 4	x						x			x	x	x	x								t	x	x
EL SEGUNDO																								
El Segundo Joslyn Senior Center 339 Sheldon Street El Segundo, CA 90245 Phone: 310-524-2705 / Fax: 310-322-3693	M-Th 8-9 F 8-5		x					x		x		x	x	x				x		x		e	x	
GARDENA																								
Asian Community Service Center 14112 S. Kingsley Drive Gardena, CA 90249 Phone: 310-217-7304 / Fax: 310-516-9226	M-F 8 - 5		x											x					x	x		e,j, k,s		
Gardena Senior Daycare Center 14517 S. Crenshaw Boulevard Gardena, CA 90247 Phone: 310-217-9550 / Fax: 310-217-9551																								
Nakoaka Community Center 1670 W. 162nd Street Gardena, CA 90247 Phone: 310-217-9537 / Fax: 310-217-6117	M-F 8 - 5	x	x	x	x	x	x	x		x	x	x		x	x	x	x	x		x	x	e,j, s	x	x

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
GLENDALE																								
Armenian American Council on Aging 407 E. Colorado Street Glendale, CA 91205 Phone: 818-241-8693 / Fax: 818-241-3902	M-F 10 - 2	x					x	x			x			x								a,e	x	
Armenian Relief Society of Western USA 517 W. Glenoaks Boulevard Glendale, CA 91202 Phone: 818-241-7533 / Fax: 818-241-5755	M-F 9 - 4:30	x				x		x	x		x			x						x		a,e, f,r	x	
Glendale Adult Recreation Center 201 E. Colorado Street Glendale, CA 91205 Phone: 818-548-3775 / Fax: 818-507-8891	M-Su 8 - 4	x				x		x		x		x		x	x	x	x	x			x	e	x	x
Glendale Salvation Army 320 W. Windsor Road Glendale, CA 91204 Phone: 818-246-5586 / Fax: 818-246-2419	M-Su 8 - 4	x				x		x		x		x		x	x	x	x	x				e	x	x
Sparr Heights Senior Center 1613 Glencoe Way Glendale, CA 91208 Phone: 818-548-2187 / Fax: 818-247-1147	M-Th 8 - 8 F 8 - 6		x			x		x		x	x			x	x	x	x	x		x	x	e	x	
GLENDDORA																								
La Fetra Center 116 E. Foothill Boulevard Glendora, CA 91741 Phone: 626-914-8235 / Fax: 626-857-0270	M-F 8 - 5		x			x	x	x	x	x		x	x	x	x	x	x		x			e,s	x	x

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
HACIENDA HEIGHTS																								
Steinmetz Park Senior Center 1545 S. Stimson Avenue Hacienda Heights, CA 91745 Phone: 626-954-7041 / Fax: 626-954-9751 Nutrition Site	M-F 7:30 - 5		x					x		x		x					x				x	e,s	x	
HAWTHORNE																								
Hawthorne Senior Center 3901 W. El Segundo Boulevard Hawthorne, CA 90250 Phone: 310-349-1640 / Fax: 310-970-7005	M-F 9 - 2		x			x				x		x		x	x	x	x	x	x	x	x	e,s, k,j,t	x	x
HERMOSA BEACH																								
Hermosa Beach Senior Center 710 Pier Avenue Hermosa Beach, CA 90254 Phone: 310-318-0280 / Fax: 310-372-4333	M-F 8 - 4							x		x												e	x	
HOLLYWOOD																								
Hollywood M/P Senior Center 1360 N. St. Andrews Place Hollywood, CA 90028 Phone: 323-957-3900 / Fax: 323-462-6164	M-F 8:30 - 4:30	x			x	x	x	x		x	x	x		x	x	x	x	x		x		a,e, r,s,t	x	x
Hollywood RSVP (LA City) 6671 Yucca Street Hollywood, CA 90028 Phone: 323-461-4363 / Fax: 323-993-1964	M 8 - 4	x																					x	
Las Palmas Senior Center 1820 N. Las Palmas Hollywood, CA 90028 Phone: 323-465-7787 / Fax: 323-465-7787	M-F 8 - 4:30		x								x						x					e	x	

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
LA VERNE																								
La Verne Community Center	M-F 7:30 - 6		x				x	x		x		x		x		x	x				x	e,s	x	
3680 "D" Street																								
La Verne, CA 91750																								
Phone: 909-596-8777 / Fax: 909-392-3937																								
LAKESWOOD																								
Weingart Senior Center	M-F 8:30 - 5 Sa 8:30 - 1:30		x			x		x		x		x		x		x	x				x	e	x	
5220 Oliva Avenue																								
Lakewood, CA 90712																								
Phone: 562-866-9771 / Fax: 562-866-0505																								
LAWNDALE																								
Lawndale Senior Center	M-F 8 - 4:30		x			x		x		x		x		x		x	x	x				e,s	x	
14717 S. Burin Avenue																								
Lawndale, CA 90260																								
Phone: 310-973-3276 / Fax: 310-644-4556																								
LENNOX																								
Lennox Park Senior Center	M-Su Sunrise-Sunset		x					x	x	x	x	x	x	x	x	x	x		x	x	x		x	x
10828 S. Condon Avenue																								
Lennox, CA 90304																								
Phone: 310-412-5439																								
LITTLE ROCK																								
Jackie Robinson Park - Jolly Seniors	M-F 11:30 - 12:30	x															x					e	x	
8773 E. Avenue R																								
Little Rock, CA 93543																								
Phone: 661-944-2880 / 661-944-0413																								

[illegible]

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
LOS ANGELES (Continued)																								
AltaMed Senior BuenaCare 5425 E. Pomona Boulevard Los Angeles, CA 90022 Phone: 323-728-0411 / Fax: 323-832-7676	M-F 8 - 5	x		x	x	x		x			x	x		x	x	x	x		x	x		C,S, t	x	x
Angelus Plaza Senior Act. Center 255 S. Hill Street Los Angeles, CA 90012 Phone: 213-623-4352 / Fax: 213-626-0280	M-F 8 - 4:30	x							x	x		x		x			x	x		x		C,e, k,S, t	x	
Athens Park 12603 South Boradway Los Angeles, CA 90001 Phone: 323-241-6700	M-Su Sunrise - 9		x					x		x	x			x						x			x	
Betty Hill Senior Center 3570 S. Denker Avenue Los Angeles, CA 90018 Phone: 323-733-1946 / Fax: 323 733-8541	M-F 9 - 5:30	x	x		x			x		x		x					x					e,s	x	x
Boyle Heights Senior Center 2839 E. Third Street Los Angeles, CA 90033 Phone: 323-264-5757 / Fax: 213-485-7143	M-F 8 - 5	x	x		x		x			x	x	x					x					e,s	x	x
Bradley Multipurpose Center 10957 S. Central Avenue Los Angeles, CA 90059 Phone: 323-923-2761 / Fax: 323-923-2752	M-F 8 - 4:30	x			x	x	x			x		x		x	x	x	x	x		x		e	x	x
Casa Maravilla Senior Center 4848 Colonia de Las Rosas Los Angeles, CA 90022 Phone: 323-263-9858	M-F 8 - 4	x												x			x	x		x	x	e,s	x	x

CITY	PROGRAMS AND SERVICES PROVIDED																										
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance			
LOS ANGELES (Continued)																											
Eastmont Community Center	M-Th 9 - 6 F 9 - 12	x												x			x			x	x	e,s	x				
701 S. Hoefner Avenue																											
Los Angeles, CA 90022																											
Phone: 323-726-7998																											
El Sereno Senior Center	M-F 8 - 4:30		x							x		x		x			x			x		e,s	x				
4818 Klamath Place																											
Los Angeles, CA 90032																											
Phone: 323-222-2040																											
Estelle Van Meter M/P Senior Center	M-Th / 8- 4:30	x	x					x		x		x		x	x	x	x		x			e,s	x				
606 76th Street																											
Los Angeles, CA 90001																											
Phone: 323-778-9733 / Fax: 323-778-1613																											
Fairfax Senior Center	M-Th 8:30 - 4 Sa 12 - 4	x	x					x	x	x		x					x			x		e	x				
7929 Melrose Avenue																											
Los Angeles, CA 90046																											
Phone: 323-653-1824 / Fax: 323-655-7941																											
Felicia Mahood M/P Senior Center	M-F 8:30 - 4:30	x	x			x		x		x	x	x		x	x	x	x	x		x		e	x				
11338 Santa Monica Boulevard																											
West Los Angeles, CA 90025																											
Phone: 310-479-4119 / Fax: 310-231-0160																											
Florence-Firestone Service Center	M-F 8 - 5		x			x			x	x		x		x			x			x	x	e,s	x				
7807 S. Compton Avenue																											
Los Angeles, CA 90001																											
Phone: 323-586-6501 / Fax: 323-582-4071																											
Freda Mohr Multiservice Center	M-F 8:30 - 4:30	x			x	x		x			x			x	x		x	x				e	x	x			
330 N. Fairfax Avenue																											
Los Angeles, CA 90036																											
Phone: 323-937-5900 / Fax: 323-857-1872																											

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
LOS ANGELES (Continued)																								
George & Helen Thomas M/P Senior Center 2475 W. Washington Boulevard Los Angeles, CA 90018 Phone: 323-734-9091	M-F 8 - 4:30	x	x			x		x		x	x	x		x		x	x	x		x		e,s	x	x
Glassel Park Senior Center (LA City) 3750 N. Verdugo Road Los Angeles, CA 90065 Phone: 323-550-8809 / Fax: 323-550-1374	M-F 9 - 5				x			x		x		x		x			x			x		e,s	x	
Greater Los Angeles Agency on Deafness 2222 Laverna Avenue Los Angeles, CA 90041 4205	M-F 8:30 - 5	x						x	x			x		x						x		e, ASL	x	
Griffith Park Adult Community Center 3203 Riverside Drive Los Angeles, CA 90027 Phone: 323-644-5579 / Fax: 213-644-2868	M-F 11 - 1									x							x			x		e,s	x	
Highland Park Senior Center 6152 N. Figueroa Street Los Angeles, CA 90042 Phone: 323-256-6866 / Fax: 323-256-6875	M-F 8 - 4:30		x					x		x		x						x				e,s	x	
International Institute of L.A. 435 S. Boyle Avenue Los Angeles, CA 90033 Phone: 323-264-6210 / Fax: 323-264-7598	M-F 8:30 - 5	x			x	x				x				x	x	x	x	x		x		e,s	x	x
JFS/Pico Robertson Storefront 8838 W. Pico Boulevard Los Angeles, CA 90035 Phone: 310-271-3306 / Fax: 310-550-8381	M-Th 1 - 3					x								x						x				x

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
LOS ANGELES (Continued)																								
Jim Gilliam Senior Center 4000 S. La Brea Avenue Los Angeles, CA 90008 Phone: 323-291-5969	M-F 9 - 5		x							x							x					e	x	
Lincoln Heights Senior Center 2323 Workman Street Los Angeles, CA 90031 Phone: 323-225-9339 / Fax: 323-224-8848	M-F 8 - 4:30		x							x						x	x			x		e,s	x	
Lincoln Park Senior Center 3501 Valley Boulevard Los Angeles, CA 90031 Phone: 213-847-1727 / Fax: 323-226-1676	M-F 9 - 5		x							x		x		x						x		e,s	x	
Little Tokyo Service Center 231 E. Third Street, Suite G-106 Los Angeles, CA 90013 Phone: 213-473-1602 / Fax: 213-473-1601	M-F 9 - 5	x				x							x	x		x			x	x		c,e, j,k, s		
Montecito Heights Senior Center 4545 Homer Los Angeles, CA 90031 Phone: 213-485-8549 / Fax: 323-226-0947	M-F 9 - 5		x									x		x			x					e,s	x	
Mt. Carmel Senior Center 7020 S. Figueroa Street Los Angeles, CA 90003 Phone: 323-758-8716	M-F 8:30 - 4:30		x						x	x		x	x									e,s	x	
Pan Pacific Senior Citizen Center 141 S. Gardner Street Los Angeles, CA 90036 Phone: 323-935-5705 / Fax: 323-9350457	M-F 8:30 - 4:30	x	x		x			x		x		x					x			x		e,s	x	

CITY	PROGRAMS AND SERVICES PROVIDED																								
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance	
LOS ANGELES (Continued)																									
People Coordinated Service	M-F 8:30 - 5	x				x		x	x	x	x	x		x	x	x	x	x		x		e,k,s	x	x	
5133 S. Crenshaw Boulevard							x		x	x	x	x	x		x	x	x	x	x		x		e,k,s	x	x
Los Angeles, CA 90043																									
Phone: 323-294-5226 / Fax: 323-735-7059																									
Pico Robertson Multi-Service Center	M-Th 8:30 - 4:30 F 8:30 - 3:30	x				x								x								e,f		x	
8838 W. Pico Boulevard																									
Los Angeles, CA 90035																									
Phone: 310-271-3306 / Fax: 310-550-8381																									
Roosevelt Park	M-F 7:30 - 3	x	x							x	x	x					x			x	x		x	x	
7600 Graham Avenue																									
Los Angeles, CA 90001																									
Phone: 323-586-7228																									
St. Barnabas Senior Center	M-F 8 - 4	x		x	x	x					x	x		x	x	x	x	x		x		a,c,e,k,s	x	x	
675 S. Carondelet Street																									
Los Angeles, CA 90057																									
Phone: 213-388-4444 / Fax: 213-739-2972																									
Salazar Senior Center	M-F 8:30 - 3:30			x						x		x					x			x	x	e,s	x		
3864 E. Whittier Boulevard																									
Los Angeles, CA 90022																									
Phone: 323-260-2330 / 323-269-4268																									
Single Room Occupancy (SRO)	M-F 7:30 - 4:30	x	x			x		x		x		x	x	x		x	x	x		x		e,s	x		
354 S. Spring Street, Suite 400																									
Los Angeles, CA 90013																									
Phone: 213-229-9672																									
Slauson M/P Senior Center	M-F 8 - 4 Sa 9 - 1	x						x		x		x		x			x			x		e,s	x		
5306 S. Compton Avenue																									
Los Angeles, CA 90011																									
Phone: 323-233-1174 / Fax: 323-846-5396																									

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
MONTEREY PARK																								
Langley Senior Center	M-F 8:30 - 4:30	x	x					x		x		x		x	x	x	x	x		x	x	C,S, e	x	
400 W. Emerson Avenue																								
Monterey Park, CA 91754																								
Phone: 626-307-1395 / Fax: 626-307-1483																								
NEWHALL																								
Santa Clarita Valley Senior Center	M-F 8 - 4:30	x		x	x	x			x	x	x	x	x	x	x	x	x	x	x	x	x	e,s	x	x
22900 Market Street																								
Newhall, CA 91321																								
Phone: 661-259-7444 / Fax: 661-259-1047																								
Santa Clarita Valley Service Center	M-F 8 - 5		x			x		x			x		x							x		e,s		
24271 S. Main Street																								
Newhall, CA 91321																								
Phone: 661-254-0073 / Fax: 661-255-8620																								
NORTH HOLLYWOOD																								
East Valley M/P Senior Center	M-F 8 - 4	x		x	x	x		x		x	x	x	x	x	x	x	x	x				e,s	x	x
5000 Colfax Avenue																								
North Hollywood, CA 91601																								
Phone: 818-766-5165 / Fax: 818-766-1629																								
Jewish Family Services of L.A.	M-Th 8:15 - 4:45 F 8:15 - 3:30	x				x				x		x		x			x			x		e,r	x	x
12821 Victory Boulevard																								
North Hollywood, CA 91606																								
Phone: 818-984-1380 / Fax: 818-766-3926																								
Valley Storefront Senior Center	M-Th 8:15 - 4:45 F 8:15 - 3:30	x				x		x	x	x	x	x	x	x	x	x			x	x		e,s	x	x
12821 Victory Boulevard																								
North Hollywood, CA 91606																								
Phone: 818-984-1380 / Fax: 818-766-3926																								

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
NORWALK																								
Norwalk Senior Center	M-F 8 - 8:30 Sa 8 - 5		x			x		x	x	x		x		x	x		x	x		x	x	e,k,s	x	
14040 San Antonio Drive																								
Norwalk, CA 90650																								
Phone: 562-929-5644 / Fax: 562-929-5532																								
NORTHRIDGE																								
Robert M. Wilkinson M/P Center	M-F 8:30 - 4:30	x				x		x		x	x	x		x	x	x	x	x	x	x		e	x	x
8956 Van Alden Avenue																								
Northridge, CA 91324																								
Phone: 818-756-7741 / Fax: 818-756-9747																								
PACOIMA																								
Alicia Broadous Duncan M/P Senior Center	M-F 8 - 4			x	x	x		x		x	x	x		x	x	x	x	x				e,s,t	x	x
11300 Glenoaks Boulevard																								
Pacoima, CA 91331																								
Phone: 818-834-6100 / Fax: 818-834-6108																								
N.E. Valley M/P Senior Center	M-F 8 - 4	x			x	x		x		x	x	x		x	x	x	x	x		x		e,s,t	x	x
11300 Glenoaks Boulevard																								
Pacoima, CA 91331																								
Phone: 818-834-6100 / Fax: 818-834-6108																								
PALMDALE																								
Lake LA Seniors	M-F	x							x		x												x	
16801 E. Avenue P																								
Palmdale, CA 93591																								
Phone: 661-264-1249 / Fax: 661-264-9827																								
Legacy Commons for Active Seniors	M-Th 8 - 4:30 F 6pm - 10pm		x					x		x		x		x		x	x				x	a,e,s,t,v	x	x
14717 S. Burin Avenue, Q-9																								
Palmdale, CA 93550																								
Phone: 661-267-5905 / Fax: 661-267-5910																								

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
PALMDALE (Continued)																								
Palmdale Senior Center	M-F 8 - 4:30 F 6pm-10:30pm		x					x		x		x		x		x	x			x		a,e, s,t, v	x	
1002 East Avenue, Q-12																								
Palmdale, CA 93550																								
Phone: 661-267-5551 / Fax: 661-267-5350																								
PANORAMA CITY																								
Mid-Valley Senior Center	M-F 8:30-4:30	x						x	x	x	x	x	x	x		x	x			x		e,k, s	x	x
8801 Kester																								
Panorama City, CA 91402																								
Phone: 818-892-0892 / Fax: 818-894-8459																								
PARAMOUNT																								
Paramount Elderly Nutrition Program	M-F 8:30 - 4:30		x				x	x		x		x		x		x	x			x	x	e,s	x	x
14400 Paramount Boulevard																								
Paramount, CA 90723																								
Phone: 562-220-2090 / Fax: 562-220-2173																								
PASADENA																								
Pasadena Senior Center	M-F 8:30 - 4:30	x					x	x	x	x	x		x		x	x			x	x	c,e, m,s	x	x	
85 East Holly Street																								
Pasadena, CA 91103																								
Phone: 626-685-6703 / Fax: 626-577-4235																								
Villa Esperanza Services/Adult Daycare Program	M-F 9 - 3			x		x															e,s			
1757 N. Lake Avenue																								
Pasadena, CA 91104																								
Phone: 626-398-4435 / 800-661-3359																								
PICO RIVERA																								
Pico Rivera Senior Center	M-Th 8 - 5 F 8 - 3		x			x	x	x		x	x	x		x			x	x			x	e,s	x	x
9200 E. Mines Avenue																								
Pico Rivera, CA 90660																								
Phone: 562-801-4302 / Fax: 562-801-4306																								

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
POMONA																								
Palomares Park Senior Programs	M-F 8 - 3		x			x		x		x		x		x		x	x			x		e,s,t	x	x
499 E. Arrow Highway																								
Pomona, CA 91767																								
Phone: 909-620-2324 / Fax: 909-620-2055																								
RANCHO PALOS VERDES																								
Peninsula Senior Center	M-F 10 - 4	x				x		x		x					x				x			e	x	
30928 Hawthorne																								
Rancho Palos Verdes, CA 90275																								
Phone: 310-377-3003 / Fax: 310-544-6147																								
REDONDO BEACH																								
Redondo Beach Senior Services	M-Th 7:30 - 5:30 F please call		x		x			x		x		x	x	x	x	x	x		x			e,s	x	
320 Knob Hill Avenue																								
Redondo Beach, CA 90277																								
Phone: 310-318-0650 / Fax: 310-316-6467																								
RESEDA																								
ONEgeneration Senior Enrichment Center	M-F 7:30 - 5	x						x	x	x		x	x	x		x	x			x		e,f,s	x	
18255 Victory Boulevard																								
Reseda, CA 91335																								
Phone: 818-708-6368 / Fax: 818-705-2592																								
ROSEMEAD																								
Rosemead Community Recreation Center	M-Su 8 - 10	x						x		x		x		x			x					c,e,s,v	x	
3936 N. Muscatel Avenue																								
Rosemead, CA 91770																								
Phone: 626-569-2251 / Fax: 626-569-2241																								

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
ROWLAND HEIGHTS																								
Pathfinder Park	M-Su Sunrise - 8		x							x		x								x				
18150 Pathfinder Road																								
Rowland Heights, CA 91748																								
Phone: 562-690-0933 / Fax: 562-690-8582																								
SAN DIMAS																								
San Dimas Community Center	M-F 8-5	x	x				x	x		x	x	x	x	x		x	x			x	x	e,s	x	
201 E. Bonita Avenue																								
San Dimas, CA 91773																								
Phone: 909-394-6290 / Fax: 909-599-7563																								
SAN GABRIEL																								
San Gabriel Senior Center	M-F 8:30 - 4:30 Tu 1 - 4		x							x				x	x		x				x	e,s		
324 S. Mission Drive																								
San Gabriel, CA 91776																								
Phone: 626-308-2822																								
SAN FERNANDO																								
City of San Fernando Las Palmas Park	M-F 9 - 9 Sa-Su 12 - 5									x		x		x									x	
208 Park Avenue																								
San Fernando, CA 91340																								
Phone: 818-898-1296 / Fax: 818-898-7385																								
SAN MARINO																								
San Marino Recreation Department	M - Th 8 - 5		x					x						x									x	
1560 Pasqually Drive																								
San Marino, CA 91108																								
Phone: 626-403-2200 / Fax: 626-403-2212																								

CITY	PROGRAMS AND SERVICES PROVIDED																									
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance		
SAN PEDRO																										
Anderson Senior Center	M - F 8 - 5:30	x	x					x		x	x	x				x						e,s	x	x		
828 S. Mesa Street																										
San Pedro, CA 90731																										
Phone: 310-548-7596																										
San Pedro Service Center	M-F 8 - 5		x					x	x					x			x		x			e,s		x		
769 W. Third Street																										
San Pedro, CA 90731																										
Phone: 310-519-6091 / Fax: 310-548-4880																										
SANTA FE SPRINGS																										
Betty Wilson Senior Center	M - F 8:30 - 5	x				x				x	x	x	x	x	x		x			x	x	e,s	x			
11641 E. Florence Avenue																										
Santa Fe Springs, CA 90607																										
Phone: 562-929-7431 / Fax: 562-868-0261																										
Santa Fe Springs Neighborhood Center	M - F 8 - 5		x			x				x		x		x			x	x		x	x	e,s	x			
9255 Pioneer Boulevard																										
Santa Fe Springs, CA 90670																										
Phone: 562-692-0261 / Fax: 562-695-8620																										
Southeast Area Social Services Funding Authority	M-F 8 - 5	x				x					x	x		x	x		x	x		x		e,s		x		
10400 Pioneer Boulevard #9																										
Santa Fe Springs, CA 90670																										
Phone: 562-699-3231 / Fax: 562-699-5688																										
SANTA MONICA																										
Santa Monica Senior Center	M-F 9 - 4 Sa-Su 11 - 4		x				x			x		x		x			x			x	x	e,f, s	x			
1450 Ocean Avenue																										
Santa Monica, CA 90401																										
Phone: 310-458-8644 / Fax: 310-917-6637																										

[illegible]

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
TORRANCE (Continued)																								
	Torrance YMCA Senior Center 2900 W. Sepulveda Boulevard Torrance, CA 90505 Phone: 310-325-5885	M-F 9 - 4	x					x		x		x					x				x	e	x	
VAL VERDE																								
	Val Verde Park 30300 W. Arlington Road Val Verde, CA 91384 Phone: 661-257-4014 / Fax: 661-702-0984	W 10 - 12	x																			e	x	
VAN NUYS																								
	San Fernando Valley Service Center 7555 Van Nuys Boulevard Van Nuys, CA 91405 Phone: 818-901-3501 / Fax: 818-901-3506	M-F 8 - 5		x										x						x		e,s		
Bernardi M/P Senior Center 6514 Sylmar Avenue Van Nuys, CA 91401 Phone: 818-781-1101 / Fax: 818-781-0565	M-F 8 - 4	x			x	x		x		x		x	x	x	x	x	x	x	x	x		e,s	x	x
	VENICE																							
Israel Levin Senior Center 201 Ocean Front Walk Venice, CA 90291 Phone: 310-396-0205 / Fax: 310-664-1996		M-F 9:30 - 2 Su 9:30 - 2	x				x		x		x	x	x		x							e	x	x
Westminster Senior Center 1234 Pacific Avenue Venice, CA 90291 Phone: 310-392-5566	M-F 8:30 - 4	x	x													x						e		

CITY	PROGRAMS AND SERVICES PROVIDED																								
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance	
WALNUT																									
Walnut Senior Center	M-F 8:30 - 4:30		x							x				x		x	x			x			e,m	x	
21215 La Puente Road																									
Walnut, CA 91789																									
Phone: 909-598-6200 / Fax: 909-598-0277																									
WEST COVINA																									
West Covina Senior Center	M-Tu-F / 9-6 W / 8:30-6 Th / 9-8:30 Sa / 8-4	x	x			x		x		x	x	x	x	x	x	x	x			x	x	c,e,s	x		
2501 E. Cortez																									
West Covina, CA 91791																									
Phone: 626-339-6057 / Fax: 626-966-3508																									
WILMINGTON																									
Wilmington M/P Senior Center	M-F 8 - 4:30	x			x	x	x	x		x	x	x		x	x	x	x	x		x			e,s	x	x
1371 N. Eubank Avenue																									
Wilmington, CA 90744																									
Phone: 310-518-4533 / Fax: 310-518-9912																									
WHITTIER																									
Adventure Park	M-Sun Sunrise - 9		x							x		x					x							x	
10130 South Gunn Avenue																									
Whittier, CA 90605																									
Phone: 562-698-7645																									
Los Nietos Community & Senior Center	M-F 8:30 - 5:30		x					x	x	x			x		x	x				x	x	e,s	x		
11640 E. Slauson Avenue																									
Whittier, CA 90606																									
Phone: 562-699-9898 / Fax: 562-692-7441																									
Mayberry Park	M-F 8:30 - 8:30 Sa-Su 9 - 5		x							x	x	x					x			x	x		x	x	
13201 E. Meyer Road																									
Whittier, CA 90605																									
Phone: 562-944-7202																									

In-Home Supportive Services Consumer Resource Guide



Personal Assistance Services Council
Public Authority for In-Home Supportive Services
in Los Angeles County



TO GET HELP FAST:

Medical emergency (severe illness, injury, falls, etc.)

Call 911

24-hour help line for resources in L.A. County

Call 211

Help locating a regular IHSS homecare worker

877-565-4477

Help locating a temporary replacement IHSS provider

877-287-6789

To report abuse and neglect

877-477-3646

July, 2007




Dear IHSS Consumer:

The Personal Assistance Services Council (PASC) has developed this In-Home Supportive Services (IHSS) Consumer Resource Guide to provide you with information on a variety of financial, housing, legal, and other programs and services that are available in Los Angeles County.

This guide can assist you in locating resources that may be helpful to you. Although there are many more services and programs available than are listed in this guide, we hope that this publication provides you with an overview of some of the vital resources available to seniors and individuals with disabilities in Los Angeles County.

Should you have any questions about these resources or need additional assistance in locating other services, please contact PASC and ask to speak to a representative in the Information and Referral Office. Also, if you have found particular resources that are not in this guide to be helpful, please let us know so we can include them in future editions. Finally, if you would like to receive regular updates on PASC's activities and services or on any new developments within the IHSS program, please complete and return the sign-up form on the back of this guide. We would particularly like to encourage you to find a method of securing e-mail access. If you need assistance, you can reach us at **877-565-4477**.

Sincerely,



Ronald Osterhout
Executive Director

Community Resource Guide for IHSS Consumers in Los Angeles County

Abuse Prevention/Reporting

Adult Protective Services (APS) **877-477-3646**

APS investigates cases in which elderly individuals (aged 65 or older) and dependent adults (those with physical and/or mental disabilities) are endangered by physical, sexual, or financial abuse, neglect, abandonment, isolation, or abduction.

Child Protection Hotline **800-540-4000**

The Child Protection Hotline accepts reports of suspected child abuse and neglect. It also offers crisis counseling and refers callers to local agencies for additional services.

Suicide Prevention Center **877-727-4747 or 310-391-1253** **www.suicidepreventioncenter.org**

The Suicide Prevention Center operates a 24-hour telephone crisis hotline and coordinates bereavement support groups.

Disability-Related Resources

AbilityFirst **877-768-4600 | www.abilityfirst.org**

AbilityFirst provides services for children and adults with physical and developmental disabilities, such as assistance with affordable housing, employment and adaptive technology. In addition, it provides support services such as after-school enrichment programs, resident summer camps, and parent support groups.

Braille Institute **323-663-1111 | www.brailleinstitute.org**

The Braille Institute provides recreational, social, and educational programs and services to individuals with limited or no vision.

Center for the Partially Sighted **310-458-3501 | www.low-vision.org**

The Center for the Partially Sighted provides low-vision optometric, rehabilitation and counseling services to people of all ages with impaired sight. Special programs include Macular Degeneration, Diabetes and Vision Loss, Pediatric, and Technology Programs.

Department of Rehabilitation **213-736-3904 | www.dor.ca.gov**

The Department of Rehabilitation assists individuals with disabilities in areas of employment by providing vocational rehabilitation, training, and job placement services.

Greater Los Angeles Agency on Deafness (GLAD) **323-478-8000 | www.gladinc.org**

GLAD provides education and services to individuals who are deaf and hard of hearing. Services include information and referrals, advocacy, communication and employment assistance, and interpreting referral services.

Independent Living Centers (ILCs)

ILCs are organizations which provide services that enable individuals with disabilities to live and work independently in their communities. Services include

attendant referrals, advocacy, peer counseling, and information related to housing and transportation. The seven Independent Living Centers (ILCs) in Los Angeles County are:

Communities Actively Living Independent and Free (CALIF)

213-627-0477 | www.calif-ilc.org

CALIF serves North Hollywood, Hollywood, Crenshaw, Los Feliz, W. Adams, Echo Park, Mid Wilshire, Westmont, Florence-Graham, Watts, South Central L.A., South Gate, Vernon, Huntington Park, Gardena, Willowbrook, Compton, Lynwood, and Carson.

Community Rehabilitation Services (CRS)

323-266-0453

CRS serves Commerce, East L.A., Eagle Rock, Highland Park, Hazard, Rancho Park, Glassell Park, Montebello, Altadena, Arcadia, Monrovia, Sierra Madre, South Pasadena, Pasadena, El Monte, Monterey Park, Rosemead, San Gabriel, Temple City, and Alhambra.

Disabled Resource Center (DRC)

562-427-1000 | www.drcinc.org

DRC serves Artesia, Avalon, Hawaiian Gardens, Lakewood, Long Beach, and Signal Hill.

Independent Living Center of Southern California (ILCSC)

818-785-6934 | www.ilcsc.org

ILCSC serves Glendale, Burbank, San Fernando Valley and Northern L.A. County, including the Antelope Valley.

Service Center for Independent Living (SCIL)

800-491-6722 | www.ilc-clar.org

SCIL serves Arcadia, Azusa, Bradbury, Baldwin Park, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Hacienda Heights, Industry, Irwindale, La Puente, La Verne, Monrovia, Pomona, Rowland Heights, San Dimas, Sierra Madre, South El Monte, Walnut, and West Covina.

Southern California Rehabilitation Services (SCRS)

562-862-6531 | www.scrs-ilc.org

SCRS serves Downey, Bell, Bellflower, Bell Gardens, Cudahy, Huntington Park, Commerce, South Gate, Lynwood, Paramount, Cerritos, Norwalk, La Mirada, Santa Fe Springs, Whittier, and Pico Rivera.

Westside Center for Independent Living (WCIL)

888-851-9245 | www.wcil.org

WCIL serves Inglewood, Hawthorne, Hollywood, Culver City, Mar Vista, Santa Monica, Malibu, and San Pedro.

Living Independently in L.A. (LILA)

www.lila.ucla.edu

LILA is an online information system that assists individuals with disabilities and seniors to locate programs and services. LILA's databases include information on businesses, inclusive recreation programs, and independent living resources.

Regional Centers

www.dds.ca.gov

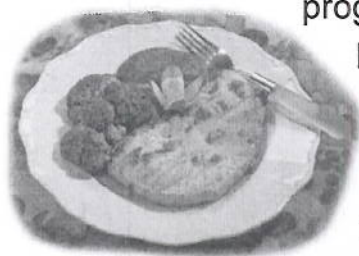
Regional Centers provide programs and coordinate services for individuals with developmental disabilities and their families.

These disabilities include cerebral palsy, autism, mental retardation, and seizure disorders. Call PASC's Information and Referral Office at 877-565-4477 to locate the Regional Center in your area.

Food Programs

Meals on Wheels

Meals on Wheels is a home-delivered meal program for seniors and people with disabilities. To locate a Meals on Wheels, a center-based meal program, or a food pantry in your area, contact your local senior center, community center, faith-based organization, or **211 Los Angeles County**. (see page 8)



Project Angel Food

323-845-1800 | www.angelfood.org

Project Angel Food is a Meals on Wheels program for children and adults with HIV/AIDS and other serious illnesses. Meals are delivered to participants on either a daily or weekly basis.

Health-Related Resources

The Center for Rehabilitation Medicine

818-885-8500

www.northridgehospital.org

This center is a branch of the Northridge Hospital Medical Center. It is a full-service, comprehensive rehabilitation center that treats persons who have sustained a catastrophic or debilitating injury or illness.

L.A. Care Health Plan

888-452-2273 | www.lacare.org

L.A. Care Health Plan is a community-accountable health plan that serves nearly 800,000 L.A. County residents. The plan partners with local Medi-Cal providers to provide choices for doctors, clinics, drugstores, and hospitals.

Memorial Rehabilitation Center

562-933-2000

www.memorialcare.org/long_beach

This center, which is a branch of Long Beach Memorial Medical Center, provides a variety of medical rehabilitation services for persons with disabilities.

Mental Health Hotline

800-854-7771 | dmh.lacounty.info

This 24-hour hotline, which is sponsored by the L.A. County Department of Mental Health, provides callers with information regarding outpatient mental health services, emergency psychiatric evaluations, and drug rehabilitation programs.

Rancho Los Amigos

877-726-2461 | www.rancho.org

Rancho Los Amigos National Rehabilitation Center is a medical rehabilitation hospital for persons with physical disabilities and/or persons who have sustained a catastrophic or debilitating injury or illness.

Housing

Gentle Transitions, Inc.

800-619-3049

www.gentletransitions.com

Gentle Transitions, Inc., provides moving-related services such as utility changes,

estate sale, charity arrangement services, packing, moving, unpacking, and resettling into a new home. It also provides boxes for moving.

Housing Authority

562-347-HOME(4663) | www.lacdc.org

The Housing Authority manages more than 3,600 units of public and other affordable housing at 70 sites throughout L.A. County. The Housing Authority also manages the Section 8 Rental Program, which is a federally-funded rental assistance program that helps with the cost of rental housing for eligible households.



Low Income Home Energy Assistance Program (LIHEAP)

866-675-6623 | www.csd.ca.gov

LIHEAP is a government program that provides heating and cooling assistance to low-income persons with disabilities, seniors, and families with young children.

IHSS-Related Resources

In-Home Supportive Services (IHSS) Program (Application Hotline)

888-944-4477 | www.ladpss.org

IHSS pays for services that enable

eligible individuals who are disabled (including children over 6 years of age) and seniors to remain safely in their own homes. Individuals who qualify hire their own provider(s) to assist them with **personal care services** such as bathing, grooming, dressing and bowel and bladder care; **domestic services** such as cooking, housecleaning and laundry; **protective supervision** for individuals with mental impairments; **paramedical services** such as assistance with medications, suctioning, and catheter care; and **accompaniment to medical appointments**.

IHSS Ombudsman

888-678-4477

The IHSS Ombudsman addresses questions and concerns about the IHSS program.

Personal Assistance Services Council (PASC)

877-565-4477 | www.pascla.org

PASC is the public authority for In-Home Supportive Services (IHSS) in L.A. County. PASC is committed to improving the IHSS Program and enhancing the quality of life for all people who receive and provide In-Home Supportive Services.

See page 9 of this booklet for additional information.

United Long-Term Care Workers' Union SEIU Local 6434

213-368-0688 | www.seiu6434.org

The United Long-Term Care Workers' Union is the official representative of IHSS homecare workers in L.A. and several other counties. In addition to representing IHSS homecare workers in collective bargaining, the Union offers other services such as assistance with enrollment and timesheet

issues, and free training for homecare workers.

250% Medi-Cal Working Disabled Program

626-854-4892 | www.db101.org

The 250% Medi-Cal Working Disabled Program allows people with disabilities to earn income without losing their Medi-Cal or IHSS benefits. Further information can also be obtained by contacting your local Independent Living Center. (see page 4)

Legal Assistance

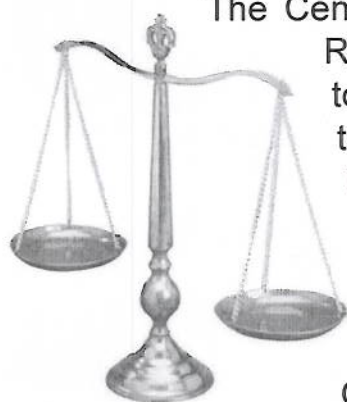
Bet Tzedek Legal Services

323-939-0506 | www.bettzedek.org

Bet Tzedek provides legal services to low-income individuals in Los Angeles County.

Center for Health Care Rights

800-824-0780 | www.healthcarerights.org



The Center for Health Care Rights is dedicated to ensuring access to quality health care by providing information and education to elderly and disabled Medicare beneficiaries.

Call the center if you have questions about Medicare or need help resolving Medicare- or health insurance-related problems.

Disability Rights Legal Center

866-999-3752 or 213-736-1334

www.disabilityrightslegalcenter.org

The Disability Rights Legal Center promotes the rights of people with disabilities and raises public interest in and awareness

of those rights through legal and related services.

Protection & Advocacy, Inc. (PAI)

800-776-5746 | www.pai-ca.org

PAI provides legal assistance to people with disabilities in the areas of housing, transportation, employment, ADA compliance, and the IHSS appeals process.

Senior-Related Resources

AARP (American Association of Retired Persons)

888-687-2277 | www.aarp.org

AARP is a nonprofit organization for individuals 50 and over. It offers a variety of services including health, automobile, and homeowners insurance. Other services include discounts on travel, online services, and music. Additional services include advice on healthy living, financial planning, and consumer protection, as well as driver safety courses, tax preparation assistance, and a nationwide volunteer network.

L.A. County Area Agency on Aging (AAA)

800-510-2020

AAA provides a variety of services to older adults including referrals to in-home and community-based services, housing, home-delivered meals, respite care, Medicare/Medi-Cal counseling, tax assistance, transportation, telephone reassurance, case management, adult day care, legal assistance, and other long-term care services.

The **L.A. City Department of Aging** has its own AAA for residents living within Los Angeles city zip codes and can be

contacted at 213-252-4030, 800-510-2020, or www.lacity.org/doa.

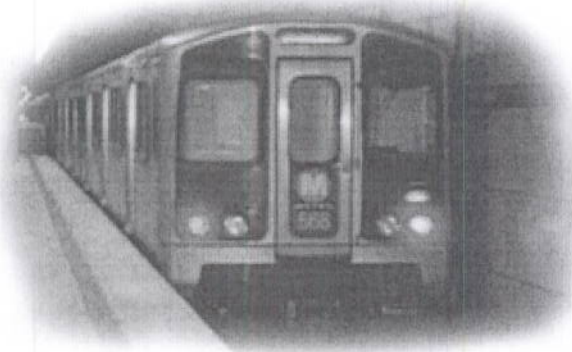
Transportation

Access Services, Inc. (ASI)
800-827-0829 | www.asila.org

Access Services provides paratransit transportation services to persons with disabilities who are unable to use standard public transportation. An in-person assessment is required.

Dial-a-Ride
800-439-0439

Dial-a-Ride provides transportation services (with wheelchair lifts) for individuals with disabilities and seniors who qualify.



Metropolitan Transportation Authority (MTA)

www.mta.net

MTA operates the public bus and rail systems throughout L.A. County.

Metro Information
800-COMMUTE

Wheelchair Lift Hotline
800-621-7828

Lost and Found
323-937-8920

Metrolink

800-371-LINK | www.metrolinktrains.com

Metrolink operates a regional train system within Southern California.

Other Community Resources

211 Los Angeles County

211 or 800-339-6993 | www.infoline-la.org

This information hotline enables a caller to locate medical, social, financial, and vocational programs and services throughout L.A. County 24 hours a day, seven days a week.

311 City of Los Angeles

311 or 866-452-2489 | www.lacity.org/call311

This information hotline enables a caller to locate information on over 1,600 city services and programs, 24 hours a day, seven days a week.

The California Poison Control System

800-222-1222 | www.calpoison.org

CPCS is the statewide provider of immediate, free and expert treatment advice and assistance over the telephone in case of exposure to poisonous, hazardous or toxic substances.

Home- and Community-Based Services (HCBS) Waiver Program

916-552-9400

HCBS waivers provide funding for optional Medi-Cal services such as case management and personal assistance services. California has six HCBS waiver categories that serve specified subgroups of aged, developmentally disabled, physically disabled, and HIV/AIDS Medi-Cal eligible populations. For additional

information, contact PASC's Information and Referral Office at 877-565-4477.

Department of Consumer Affairs
800-593-8222 or 213-626-0913 (TTY)
www.consumer-affairs.co.la.ca.us

The Department of Consumer Affairs offers a variety of services related to consumer protection, real estate information, small claims court information, dispute settlement, senior abuse and fraud protection, volunteer opportunities, etc.

Internet Access

IHSS consumers may access the internet for free at libraries and other facilities that make computers available to the public. Consumers may use these computers to access important websites that contain a great deal of valuable information. Consumers can also use the internet to e-mail friends, find local services, read the news, check the weather forecast, and purchase products. L.A. County and City Public Libraries offer free computer use and internet access to all members who maintain library accounts in good standing. To find the nearest library, please call:

L.A. County Public Library
562-940-8415 or 562-940-8477 (TTY)
www.colapublib.org

L.A. City Public Library
213-228-7000 or 877-488-4327 (TTY)
www.lapl.org

A few ILCs, Senior Centers, and Regional Centers also provide free internet access. PASC encourages consumers to secure internet access so that we may provide you with up-to-date information concerning the IHSS program and other programs that are utilized by the IHSS community. If you would like help determining where you can secure free internet access, please call PASC at 877-565-4477.

Social Security Administration (SSA)
800-772-1213 or 800-325-0778 (TTY)
www.socialsecurity.gov

The SSA handles retirement payments, issues Social Security numbers, and administers the Supplemental Security Income program (SSI), among other services. You should always have your Social Security number on hand when calling the SSA.

Personal Assistance Services Council (PASC)

The Personal Assistance Services Council (PASC) is the public authority for In-Home Supportive Services (IHSS) in L.A. County. PASC operates a Registry to match IHSS consumers and providers, serves as the employer of record for over 129,000 IHSS providers, provides access to training for IHSS consumers and providers, and offers an array of support services to improve the IHSS program in general.

Registry

The PASC Homecare Registry is a free and voluntary service that IHSS consumers in need of assistance can use to obtain referrals of homecare providers. Registry providers are referred to consumers based on the consumer's needs, hours allotment, and geographical location. All Registry providers are required to attend an orientation

Personal Assistance Services Council: 877-565-4477

meeting, show proof of identity, submit three personal references, and clear a State of California Department of Justice Criminal Background Investigation (CBI). The consumer then decides whether he/she wishes to form an employment relationship with any of the referred providers. For information on enrollment, contact the PASC Homecare Registry at 877-565-4477.

PASC Back-Up Attendant Pilot Program

The PASC Back-Up Attendant Pilot Program is designed to refer replacement homecare attendants to certain eligible IHSS consumers when they have an urgent yet temporary need for back-up support. When their regular IHSS provider cannot work, and their usual substitute providers are not available, eligible consumers can call the Back-Up Program to request that a back-up attendant be referred to them. For information on eligibility and enrollment, call the Back-Up Program at 877-287-6789.

Access to Training

PASC routinely publicizes and coordinates a variety of training and educational opportunities for In-Home Supportive Services (IHSS) consumers and providers in L.A. County. All trainings coordinated by PASC are free and voluntary.

Trainings include the IHSS Consumer Training Program, trainings on Health Safety and Disease Prevention, Disability Awareness, Cardiopulmonary Resuscitation (CPR), and more.

Employer of Record

PASC serves as the employer of record for over 129,000 In-Home Supportive Services (IHSS) providers for collective bargaining purposes. In this role, PASC works directly with the United Long-Term Care Workers' Union (SEIU Local 6434), the Department of Public Social Services (DPSS), and the L.A. County Board of Supervisors to improve wages and benefits for IHSS providers. This has led to a more stable IHSS workforce, which in turn has improved the quality of care for IHSS consumers.

Provider Wages: Over the last few years, PASC and SEIU Local 6434 have successfully negotiated several wage increases for IHSS providers. Provider wages are currently \$9.00 per hour.

Health Benefits: PASC and SEIU Local 6434 have successfully negotiated for a health benefits plan for IHSS providers who work 80 or more hours per month for at least two consecutive months. The PASC-SEIU Homecare Workers Health Care Plan is provided by the L.A. County Community Health Plan and is administered by PASC. The plan currently has over 25,000 enrollees.

Other Services Offered by PASC

Information and Referral Service (I&R): PASC's I&R Office provides information to

Personal Assistance Services Council: 877-565-4477

IHSS consumers and providers who need assistance in areas outside of PASC's scope of services. Referrals include information on available community resources, housing, transportation, etc.

PASC Homecare Bulletin: PASC publishes a quarterly bulletin which covers a variety of topics that are of interest to IHSS consumers and providers. To receive a copy of this bulletin, please call 877-565-4477 or complete and mail in the form on the back of this booklet.

Free/Discounted Ad Referrals: This service is designed to assist IHSS consumers in identifying various newspapers where they can place free and/or discounted price help-wanted ads to recruit IHSS providers. For more information, contact PASC's Information and Referral Office at 877-565-4477.

L.A. County 250% Medi-Cal Working Disabled (MWD) Program Steering Committee: PASC participates in a Los Angeles County Cross Agency Steering Committee, which coordinates trainings on the 250% MWD Program. This program allows individuals with disabilities to work and earn up to 250% of the Federal Poverty Level without losing their Medi-Cal and/or IHSS benefits. For more information on the steering committee and/or the trainings provided, contact PASC at 877-565-4477.

For information and/or assistance in other languages, contact PASC at 877-565-4477.

11



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 462

VAN NUYS, CA

POSTAGE WILL BE PAID BY ADDRESSEE

PERSONAL ASSISTANCE SERVICES COUNCIL
C/O PASC HOMECARE REGISTRY
4730 WOODMAN AVE STE 405
SHERMAN OAKS CA 91499-2134





**Personal Assistance Services Council
of Los Angeles County**
4730 Woodman Ave., Suite 405
Sherman Oaks, CA 91423
www.pascla.org

Phone: 877-565-4477 | TTY: 818-206-7015 | Fax: 818-206-8000

IHSS Consumer Resource Guide

Revised July 2007

cut here

cut here

cut here

Sign up to be on the PASC mailing list and receive the
PASC Homecare Bulletin and other publications free of charge!

Simply fill out this form, cut along the dotted line, and drop it in the mail. Postage paid.

Name: _____ E-mail: _____

Address: _____

City: _____ State: _____ Zip: _____

Primary Language: _____ Phone: _____

Have you ever used any of PASC's services? ☐ Yes ☐ No

If yes, how would you rate the services that you received?

☐ Very Helpful ☐ Generally Helpful ☐ Generally Not Helpful

If you have questions, comments, or concerns about the In-Home Supportive Services (IHSS) Program, or the Personal Assistance Services Council (PASC), call 877-565-4477 and ask to speak to an outreach representative.

CITY	PROGRAMS AND SERVICES PROVIDED																							
	Days of the Week / Hours	Non - Profit	Municipal Govt./Park Dist.	Adult Day Health Care	Adult Social Day Care	Care/Case Management	AAA Comm. Focal Point	Educational Program	Employment Program	Fitness Program	Friendly Visitor	Health/Wellness Program	Housing Program	Info. and Assistance	In-Home Services	Legal Aid Program	Meals, Congregate	Meals, Home Delivered	Mental Health Program	Multi-Cultural Prgm./Staff	Nutrition Site	Languages*	Recreation/Social Program	Telephone Reassurance
WHITTIER (Continued)																								
Whittier Senior Citizens Center	M-F																							
13225 Walnut Street	8 - 5																							
Whittier, CA 90602	Sa-Su							x		x		x		x		x	x	x	x	x		e,s	x	
Phone: 562-464-3365 / Fax: 562-464-3576	12 - 4																							
ab = Arabic am = Armenian c = Chinese e = English fa = Farsi fr = French h = Hindi j = Japanese k = Korean m = Mandarin r = Russian s = Spanish t = Tagalog v = Vietnamese																								

In-Home Supportive Services Consumer Resource Guide

***Personal Assistance Services Council
Public Authority for In-Home Supportive Services
in Los Angeles County
877-565-4477***

TO GET HELP FAST:

Medical emergency (severe illness, injury, falls, etc.)	Call 911
24-hour help line for resources in L.A. County	Call 211
Help locating a regular IHSS homecare worker	877-565-4477
Help locating a temporary replacement IHSS provider	877-287-6789
To report abuse and neglect	877-477-3646

July, 2007

Dear IHSS Consumer:

The Personal Assistance Services Council (PASC) has developed this In-Home Supportive Services (IHSS) Consumer Resource Guide to provide you with information on a variety of financial, housing, legal, and other programs and services that are available in Los Angeles County.

This guide can assist you in locating resources that may be helpful to you. Although there are many more services and programs available than are listed in this guide, we hope that this publication provides you with an overview of some of the vital resources available to seniors and individuals with disabilities in Los Angeles County.

Should you have any questions about these resources or need additional assistance in locating other services, please contact PASC and ask to speak to a representative in the Information and Referral Office. Also, if you have found particular resources that are not in this guide to be helpful, please let us know so we can include them in future editions. Finally, if you would like to receive regular updates on PASC's activities and services or on any new developments within the IHSS program, please complete and return the sign-up form on the back of this guide. We would particularly like to encourage you to find a method of securing e-mail access. If you need assistance, you can reach us at **877-565-4477**.

Sincerely,

***Community Resource Guide for IHSS Consumers
within Los Angeles County***

Abuse Prevention/Reporting

Adult Protective Services (APS)

877-477-3646 | www.css.lacounty.gov/aps.aspx

APS investigates cases in which elderly individuals (aged 65 or older) and dependent adults (those with physical and/or mental disabilities) are endangered by physical, emotional, financial, or self-abuse, neglect, isolation, or abduction.

Child Protection Hotline

800-540-4000 | www.dcfs.co.la.ca.us/contactus/childabuse.html

The Child Protection Hotline accepts reports of suspected child abuse and neglect. It also offers crisis counseling and refers callers to local agencies for additional services.

Suicide Prevention Center

877-727-4747 or 310-391-1253 | www.suicidepreventioncenter.org

The Suicide Prevention Center operates a 24-hour telephone crisis hotline and coordinates bereavement support groups.

Disability-Related Resources

Ability First

877-768-4600 | www.abilityfirst.org

AbilityFirst provides services for children and adults with physical and developmental disabilities. Assists with affordable housing, employment and adaptive technology. Offers support services such as after-school enrichment programs, resident summer camps, and parent support groups.

Braille Institute

323-663-1111 | www.brailleinstitute.org

The Braille Institute provides recreational, social, and educational programs and services to individuals with limited or no vision.

Center for the Partially Sighted

310-988-1970 | www.low-vision.org

The Center for the Partially Sighted provides low-vision optometric, re-habilitation and counseling services to people of all ages with impaired sight. Special programs include Macular Degeneration, Diabetes and Vision Loss, Pediatric, and Technology Programs.

Department of Rehabilitation

Wilshire & Century Office: 213-736-3904 | www.dor.ca.gov

The Department of Rehabilitation assists individuals with disabilities who want to work by providing vocational rehabilitation, training, and job placement services.

Greater Los Angeles Agency on Deafness (GLAD)

323-478-8000 | www.gladinc.org

GLAD provides education and services to individuals who are deaf and hard of hearing. Services include information and referrals, advocacy, communication and employment assistance, and interpreting referral services.

Independent Living Centers (ILCs)

To find ILCs by zip code: www.rehab.cahwnet.gov/ils/ilclosen.htm

ILCs are organizations which enable individuals with disabilities to live and work independently in their communities. Services include attendant referrals, advocacy, peer counseling, and information related to housing and transportation. The Independent Living Centers (ILCs) in Los Angeles County are:

Communities Actively Living Independent and Free (CALIF)

213-627-0477 | www.calif-ilc.org

CALIF serves North Hollywood, Hollywood, Crenshaw, Los Feliz, W. Adams, Echo Park, Mid Wilshire, Westmont, Florence-Graham, Watts, South Central L.A., South Gate, Vernon, Huntington Park, Gardena, Willowbrook, Compton, Lynwood, and Carson.

Community Rehabilitation Services (CRS)

323-266-0453 | www.crs-ilc.org

CRS serves Commerce, East L.A., Eagle Rock, Highland Park, Hazard, Rancho

Park, Glassell Park, Montebello, Altadena, Arcadia, Monrovia, Sierra Madre, South City, and Alhambra.

Disabled Resource Center (DRC)

562-427-1000 | www.drcinc.org

DRC serves Artesia, Avalon, Hawaiian Gardens, Lakewood, Long Beach, and Signal Hill.

Independent Living Center of Southern California (ILCSC)

818-785-6934 | www.ilcsc.org

ILCSC serves Glendale, Burbank, San Fernando Valley and Northern L.A. County, including the Antelope Valley.

Service Center for Independent Living (SCIL)

800-491-6722 | www.ilc-clar.org

SCIL serves Arcadia, Azusa, Bradbury, Baldwin Park, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Hacienda Heights, Industry, Irwindale, La Puente, La Verne, Monrovia, Pomona, Rowland Heights, San Dimas, Sierra Madre, South El Monte, Walnut, and West Covina.

Southern California Rehabilitation Services (SCRS)

562-862-6531 | www.scrs-ilc.org

SCRS serves Downey, Bell, Bellflower, Bell Gardens, Cudahy, Huntington Park, Commerce, South Gate, Lynwood, Paramount, Cerritos, Norwalk, La Mirada, Santa Fe Springs, Whittier, and Pico Rivera.

Westside Center for Independent Living (WCIL)

888-851-9245 | www.wcil.org

WCIL serves Inglewood, Hawthorne, Hollywood, Culver City, Mar Vista, Santa Monica, Malibu, and San Pedro.

Regional Centers

www.dds.ca.gov

Regional Centers provide programs and coordinate services for individuals with

developmental disabilities and their families. These disabilities include cerebral palsy, autism, mental retardation, and seizure disorders. Call PASC's Information and Referral Office at **877-565-4477** to locate the Regional Center in your area.

Food Programs

Meals on Wheels

For All Local Areas: 2-1-1 (County of Los Angeles Information Data Base)

Meals on Wheels are a home-delivered meal program for seniors and the disabled. To find a Meals on Wheels, a hot-lunch program, or a food pantry in your area, contact your local senior center, community center, faith-based organization, or 211 **Los Angeles County**.

Project Angel Food

323-845-1800 | www.angelfood.org

Project Angel Food is a Meals on Wheels program for children and adults with HIV/AIDS and other serious illnesses. Meals are delivered daily or weekly.

Health-Related Resources

Northridge Hospital Medical Center - Rehabilitation Medicine

818-885-5334 | www.northridgehospital.org

This is a full-service, comprehensive rehabilitation department that treats persons who have sustained a catastrophic or debilitating injury or illness.

L.A. Care Health Plan

888-452-2273 | www.lacare.org

L.A. Care Health Plan serves 800,000 L.A. County residents. The plan partners with local Medi-Cal providers to offer choices for doctors, clinics, drugstores, and hospitals.

Memorial Rehabilitation Center

562-933-2000 | www.memorialcare.org/long_beach

This center, which is a branch of Long Beach Memorial Medical Center, provides a variety of medical rehabilitation services for persons with disabilities.

Mental Health Hotline

800-854-7771 | dmh.lacounty.info

This 24-hour hotline has information about outpatient mental health services, emergency psychiatric evaluations, and drug rehabilitation programs.

Rancho Los Amigos

877-726-2461 | www.rancho.org

Rancho Los Amigos National Rehabilitation Center offers medical rehabilitation for persons with physical disabilities and/or persons who have sustained a catastrophic or debilitating injury or illness.

Housing

Homelessness Prevention and Rapid Re-housing Program

213-683-3333 | www.lahsa.org/hprp.asp.

The HPRP helps people with temporary financial difficulties. If you are about to lose your home, HPRP can help with costs such as past due gas and electric bills, security deposit for a new apartment, fees to turn on your utilities.

Rapid Re-Housing – San Fernando Valley: **818-442-0141**

Rapid Re-Housing - Metro-West L.A. to East L.A.: **323-644-2245**

Rapid Re-Housing – South of Santa Monica freeway: **323-432-4399**

Homelessness Prevention & Rapid Re-Housing **Vehicular Outreach: 866-923-4376**

Housing Authority of the County of Los Angeles (HAcoLA)

Wait List: 800-731-4663 ♦ Info: 323-838-7449 ♦ TDD 562-906-4928 | www.hacola.org

The Section 8 housing vouchers program closed for L.A. County in 2009, but program updates are announced on the Wait List line. Provides info about new public housing, rent control and multiple housing or rent related issues.

Housing Authority of the City of Los Angeles (HACLA)

Application Line: 213-353-1000 | www.hacla.org

The Section 8 voucher program and conventional housing program is still open under this agency. Offers information for residents of the City of Los Angeles.

Low Income Home Energy Assistance Program (LIHEAP)

866-675-6623 | www.csd.ca.gov

This government program offers heating and cooling assistance to low-income persons with disabilities, seniors, and families with young children.

IHSS-Related Resources

In-Home Supportive Services (IHSS) Program (Application Hotline)

888-944-4477 | www.ladpss.org

IHSS pays for services that enable eligible individuals who are disabled (including children over 6 years old) and seniors to remain safely in their own homes. Individuals who qualify hire their own provider(s) to assist them with ***personal care services*** such as bathing, grooming, dressing and bowel and bladder care; ***domestic services*** such as cooking, housecleaning and laundry; ***protective supervision*** for individuals with mental impairments; ***paramedical services*** such as assistance with medications, suctioning, and catheter care; and ***accompaniment to medical appointments***.

IHSS Ombudsman

888-678-4477

The IHSS Ombudsman addresses questions and concerns about the IHSS program.

Personal Assistance Services Council (PASC)

877-565-4477 | www.pascla.org

PASC is the public authority for In-Home Supportive Services (IHSS) in L.A. County. PASC is committed to improving the IHSS Program and enhancing the quality of life for all people eligible for In-Home Supportive Services. *See pages 13-15 for more details.*

SEIU –ULTCW (Service Employees International Union-United Long-Term Care Workers), Local ULTCW

213-368-0688 | www.seiu-ultcw.org

The United Long-Term Care Workers' Union is the official representative of IHSS homecare workers in L.A. and several other counties. In addition to representing IHSS homecare workers in collective bargaining, the Union offers other services such as assistance with enrollment and timesheet issues, and free training for homecare workers.

250% Medi-Cal Working Disabled Program

Plan for Achieving Self-Support (PASS)

Los Angeles: 213-201-1659 ♦ SFV/Glendale: 818-409-0476 | www.db101.org

These two programs allow people with disabilities to earn income without losing their Medi-Cal, IHSS or SSI benefits. Ask for a [Federal Benefits Specialist](#) when you call.

Legal Assistance

Bet Tzedek Legal Services

323-939-0506 | www.bettzedek.org

Bet Tzedek provides legal services to low-income individuals in Los Angeles County.

Center for Health Care Rights

800-824-0780 | www.healthcarerights.org

The Center for Health Care Rights ensures access to quality health care by providing information and education to elderly and disabled Medicare beneficiaries. Call the center if you have questions about Medicare or need help with health insurance issues.

Disability Rights Legal Center

866-999-3752 or 213-736-1334

www.disabilityrightslegalcenter.org

The Disability Rights Legal Center promotes the rights of people with disabilities and raises public awareness of those rights through advocacy and legal services.

Disability Rights California (formerly PAI)

800-776-5746 | www.disabilityrightsca.org

DRC provides free or low-cost legal assistance to people with disabilities in the areas of housing, transportation, employment, ADA compliance, and IHSS appeals.

Senior-Related Resources

AARP (American Association of Retired Persons)

888-687-2277 | www.aarp.org

AARP is a nonprofit organization for individuals 50 and over. It offers various services

including health, automobile, and homeowners insurance. Other services include travel discounts, online access, music, advice on healthy living, financial planning, consumer protection, driver safety courses, tax preparation assistance, and volunteering.

L.A. County Area Agency on Aging (AAA)

800-510-2020 | www.css.lacounty.gov/aaa.aspx

AAA provides referrals to in-home and community-based services, housing, home-delivered meals, respite care, Medicare/Medi-Cal counseling, tax assistance, transportation, telephone reassurance, case management, adult day care, legal assistance, and other long-term care services.

L.A. City Department of Aging

213-252-4030 ♦ 800-510-2020 or www.lacity.org/doa

The City of L.A. has its own AAA for residents living within city zip codes.

Transportation

Access Services, Inc. (ASI)

800-827-0829 | www.asila.org

Access Services provides door-to-door van transportation to persons who have difficulty walking and can't use standard buses. An in-person assessment is required.

Dial-a-Ride (serves un-incorporated areas of Los Angeles)

800-439-0439 | www.ladpw.org

Dial-a-Ride provides transportation services (with wheelchair lifts) for individuals who are disabled and/or over age 65. This program is offered by the Dept. of Public Works.

City Ride – Los Angeles Dept. of Transportation (LADOT)

818-808-7433 ♦ 323-808-7433 ♦ 213-808-7433 ♦ 310-808-7433

www.ladottransit.com/other/cityride

Door-to-door van transportation (with wheelchair lifts) to seniors aged 65 and the disabled. Serves the same areas that the Dept. of Water & Power serves. Offers discount coupons for taxi fares.

Metropolitan Transportation Authority (MTA)

General: 323-466-3876 ♦ Disability Emergencies: 800-621-7828 | www.mta.net

MTA operates the public bus and rail systems throughout L.A. County.
Wheelchair Lift Hotline is now called the Disability Emergency Hotline.

Metrolink

800-371-LINK (5465) | www.metrolinktrains.com

Metrolink operates a regional train system within Southern California.

Antelope Valley Transit Authority

661-945-9445 | www.avta.com

Operates local buses, Dial-A-Ride and provides commuter updates.

Other Community Resources

211 Los Angeles County

2-1-1 ♦ 800-339-6993 | www.infoline-la.org

This information hotline enables a caller to locate medical, social, financial, and vocational programs and services throughout L.A. County 24 hours a day, every day.

311 City of Los Angeles

3-1-1 ♦ 866-452-2489 | www.lacity.org/call311

This information hotline enables a caller to locate information on over 1,600 city services and programs, 24 hours a day, seven days a week.

The California Poison Control System

800-222-1222 | www.calpoison.org

CPCS is the statewide provider of immediate, free and expert treatment advice and assistance by telephone in case of exposure to hazardous or toxic substances.

Home- and Community-Based Services (HCBS) Waiver Program

916-552-9400 | www.dchs.ca.gov

HCBS waivers provide funding for additional services for certain Medi-Cal eligible consumers who are aged, developmentally disabled, physically disabled, or have HIV/AIDS. For more details, call PASC's Info & Referral line at **877-565-4477**.

Department of Consumer Affairs

In L.A. County: 213-974-1452 ♦ TTY: 213-626-0913 | www.dca.lacounty.gov

The Department of Consumer Affairs offers services related to consumer protection, real estate info, small claims court, dispute settlement, senior abuse, fraud protection, volunteer opportunities, stopping junk mail, internet dating services, check-out scanners and overcharges, plus more.

Social Security Administration (SSA)

800-772-1213 ♦ 800-325-0778 (TTY) | www.socialsecurity.gov

The SSA handles retirement payments, issues Social Security numbers, and administers the Supplemental Security Income program (SSI), among other services. You should always have your Social Security number on hand when calling the SSA.

Internet Access

IHSS consumers may access the internet for free at libraries and other facilities that make computers available to the public. Consumers may use these computers to access important websites that contain a great deal of valuable information.

Consumers can also use the internet to e-mail friends, find local services, read the news, check the weather forecast, and purchase products. L.A. County and City maintain library accounts in good standing. To find the nearest library, please call:

L.A. County Public Library

562-940-8415 ♦ 562-940-8477 (TTY) | www.colapublib.org

L.A. City Public Library

213-228-7000 ♦ 877-488-4327 (TTY) | www.lapl.org

A few ILCs, Senior Centers, and Regional Centers also provide free internet access. PASC encourages consumers to secure internet access so that we may provide you

with up-to-date information concerning the IHSS program and related services. If you would like help finding free internet access, please call PASC at **877-565-4477**.

Personal Assistance Services Council (PASC)

For assistance in all languages: **877-565-4477 | www.pascla.org**

The Personal Assistance Services Council (PASC) is the public authority for In-Home Supportive Services (IHSS) in L.A. County. PASC operates a Registry to match IHSS consumers and providers, serves as the employer of record for over 129,000 IHSS providers, provides access to training for IHSS consumers and providers, and offers an array of support services to improve the IHSS program in general.

PASC Registry

The PASC Homecare Registry is a free and voluntary service that IHSS consumers in need of assistance can use to obtain referrals of homecare providers. Registry providers are referred to consumers based on the consumer's needs, hours allotment, and geographical location. All Registry providers are required to attend an orientation meeting, show proof of identity, submit three personal references, and clear a State of California Department of Justice Criminal Background Investigation (CBI). The consumer then decides whether he/she wishes to form an employment relationship with any of the referred providers. For information on enrollment, contact the PASC Homecare Registry at **877-565-4477**.

PASC Back-Up Attendant Pilot Program

The PASC Back-Up Attendant Pilot Program is designed to refer replacement homecare attendants to certain eligible IHSS consumers when they have an urgent yet temporary need for back-up support. When their regular IHSS provider cannot work, and their usual substitute providers are not available, eligible consumers can call the Back-Up Program to request that a back-up attendant be referred to them. For information on eligibility and enrollment, call the Back-Up Program at **877-287-6789**.

Access to Training

PASC routinely publicizes and coordinates a variety of training and educational +- opportunities for In-Home Supportive Services (IHSS) consumers and providers in L.A. County. All trainings through PASC are free and voluntary. Topics include IHSS

Consumer Training, Hiring & Training Caregivers, Directing Medical Care and more.

Employer of Record

PASC serves as the employer of record for over 130,000 In-Home Supportive Services (IHSS) providers for collective bargaining purposes. PASC works with the United Long-Term Care Workers' Union, the Department of Public Social Services (DPSS) and the L.A. County Board of Supervisors to improve wages and benefits for IHSS providers. This stabilizes the IHSS workforce & improves the quality of care for IHSS consumers.

PASC Provider Wages

Over the last few years, PASC and SEIU Local 6434 have successfully negotiated several wage increases for IHSS providers. Provider wages are currently \$9.00/ hour.

PASC Provider Health Benefits

PASC and SEIU Local 6434 have negotiated a health benefits plan for IHSS providers who work 77 or more hours per month for at least two consecutive months. The PASC-SEIU Homecare Workers Health Care Plan is provided by the L.A. County Community Health Plan and administered by PASC. The plan currently has over 40,000 enrollees.

Information and Referral Service (I&R)

IHSS consumers and providers who need assistance in areas outside of PASC's scope of services may call PASC's Information and Referral service at [877-565-4477](tel:877-565-4477).

IHSS Consumer Review

PASC publishes a quarterly bulletin which covers a variety of topics that are of interest to IHSS consumers and providers. To receive a copy of this bulletin, please call [877-565-4477](tel:877-565-4477) or complete and mail in the form on the back of this booklet.

Personal Assistance Services Council (PASC)
4730 Woodman Avenue, Suite 405
Sherman Oaks, CA 91423
877-565-4477

Sign up to be on the PASC mailing list and receive the
PASC Homecare Bulletin and other publications free of charge!

Name: _____ E-mail: _____

Address: _____

City: _____ State: _____ Zip: _____

Primary Language: _____ Phone: _____

Have you ever used any of PASC's services? ☐ Yes ☐ No

If yes, how would you rate the services that you received?

☐ Very Helpful ☐ Generally Helpful ☐ Generally Not Helpful

If you have questions, comments, or concerns about the In-Home Supportive Services (IHSS) Program, or the Personal Assistance Services Council (PASC), call 877-565-4477 and ask to speak to an outreach representative.